CalSAWS

California Statewide Automated Welfare System

Design Document

CA-52756

Modify Duplicate Issuance Logic

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Ishrath Khan, Sidhant Garg
	Reviewed By	Fiscal Build and Design leads

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
09/14/2020	1.0		Ishrath Khan

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1 OVERVIEW

1.1 Current Design

The Issuance Batch creates a payment with the status of Validation Error and status reason of Duplicate Issuance, if there exists another issuance (other than Cancelled or Voided status) for the same County, Case Program, Payment Amount and Benefit Month. Sometimes Payments are incorrectly getting marked as Duplicate when EDBC is recalculated due to a change in budget and the new amount is equal to a previously issued payment for the same benefit month.

1.2 Requests

Modify duplicate issuance logic check such that the system will identify duplicate payments correctly when EDBC is recalculated.

1.3 Overview of Recommendations

1. Update Duplicate issuance logic for the issuance batches to determine duplicates based on the Final Benefit Amount instead of the Authorized Amount.
2. For Foster Care, Kin-GAP and AAP programs, add an additional check in the duplicate issuance logic for the resource payee id on the previous issuance to match with the resource payee id on the current recalculated EDBC when marking an Issuance as Duplicate.

1.4 Assumptions

1. This SCR will impact all programs that issue benefits via EDBC.
2. CalWIN counties will inherit this functionality after migration.
3. Service payments (created from payment requests), Replacement & re-issuances will not be impacted by this change.
4. No impacts to Reports for this change. The existing Issuance Exception Report should capture any duplicate issuances.
5. CA-202165 (currently targeted for 20.11) will allow the user to change/update the status to "Ready for Issuance" for issuances which are currently in the status, Validation Error, with status reason, Duplicate Issuance.

2 RECOMMENDATIONS

2.1 Issuance batch

2.1.1 Overview

The Issuance Batch creates a payment with the status of Validation Error and status reason of Duplicate Issuance, if there exists another issuance (other than Cancelled or Voided status) for the same County, Case Program, Payment Amount and Benefit Month. Update the duplicate issuance logic to mark issuances as duplicate based on the Final Benefit Amount instead of Authorization Amount.

2.1.2 Description of Change

1. Modify the current duplicate issuance logic in Issuance Batch to create an issuance for EDBC authorizations with a status of Validation Error and status reason of Duplicate Issuance, if there exists another issuance (other than Cancelled or Voided status) for the same county, case program, payment amount and benefit month only if the Final Benefit Amount on the current recalculated EDBC is same as the Final Benefit Amount on the previous EDBC issued.
2. Add an additional check in the duplicate issuance logic for the resource payee id on the previous issuance to match with the resource payee id on the current recalculated EDBC to create a Duplicate Issuance for Foster Care and AAP programs.
3. Exclude refunds from Duplicate issuance logic.

2.1.3 Scenario 1 (Foster Care)

1. EDBC authorized an amount of $1490 for the benefit month of 5/2017 for a Foster Care program for a resource payee 'X'.
   <u>Rate Payment:</u> $1490.00
   <u>Final Placement Payment (Final Benefit Amount):</u> $1490.00
   <u>Previous Potential Benefit:</u> $0
   <u>Authorized Amount:</u> $1490.00

Foster Care Budget		Regular
Rate Payment	$	1,490.00
Special Care Increment	+	0.00
Infant Supplemental Payment	+	0.00
Additional Rate	+	0.00
Educational Travel Reimbursement	+	0.00
Unearned Income	-	0.00
Earned Income	-	0.00
Earned Income Disregard	+	0.00
Placement Payment	=	1,490.00
Combined Placement Payment	$	1,490.00
Final Placement Payment	$	1,490.00
Overridden Placement Payment	$	
Previous Potential Benefit	$	0.00
Overpayment Adjustment Amount	-	0.00
Authorized Amount	=	1,490.00

1. Issuance batch issues monthly benefit of $1490.00 for the month of 05/2017 for payee 'X'.

2. EDBC is recalculated for the month of 05/2017 with an additional SCI payment of $1490.00 for the same resource payee 'X'.
   Rate payment: $1490.00
   SCI payment: $1490.00
   Final Placement Payment (Final Benefit Amount): $2980.00
   Previous Potential Benefit: $1490.00
   Authorized Amount: $1490.00

Foster Care Budget		Regular
Rate Payment	$	1,490.00
Special Care Increment	+	1,490.00
Infant Supplemental Payment	+	0.00
Additional Rate	+	0.00
Educational Travel Reimbursement	+	0.00
Unearned Income	-	0.00
Earned Income	-	0.00
Earned Income Disregard	+	0.00
Placement Payment	=	2,980.00
Combined Placement Payment	$	2,980.00
Final Placement Payment	$	2,980.00
Overridden Placement Payment	$	
Previous Potential Benefit	$	1,490.00
Overpayment Adjustment Amount	-	0.00
Authorized Amount	=	1,490.00

3. Issuance batch should issue this supplemental payment of $1490.00 even though there exists an issuance for the same county, case program, amount, benefit month and resource payee id since the final benefit amount on this EDBC is different than the final benefit amount on the previously issued EDBC.

2.1.4 Scenario 2 (CalWORKs)

1. EDBC authorized an amount of $197 for the benefit month of 5/2017 for a CalWORKs program.
   Potential Benefit (Final Benefit Amount): $197.00
   Previous Potential Benefit: $0
   Authorized Amount: $197.00

CalWORKs Budget		Regular
Unearned Income	$	0.00
Unearned Income Disregards	-	0.00
Net Unearned Income	=	0.00
Earned Income	$	1,260.00
Earned Income Disregards	-	742.50
Net Earned Income	=	517.50
Total Net Nonexempt Income	$	517.00
MAP Family Unit Size		3
Family MAP	$	714.00
Family MAP Test		Pass
Family Special Needs	$	0.00
Potential Grant	$	197.00
Assistance Unit Size		2
Assistance Unit MAP	$	577.00
Assistance Unit Special Needs	$	0.00
Aid Payment	$	197.00

Aid Payment		Regular
Full Month Aid Payment	$	197.00
Dates to Prorate		1-30
Aid Payment	$	197.00
Combined Aid Payment	$	197.00
Final Aid Payment	$	197.00
Overridden Aid Payment	$	
Penalties	-	0.00
Potential Benefit	=	197.00
Previous Potential Benefit	-	0.00
Overpayment Adjustment Amount	-	0.00
Authorized Amount	=	197.00
Pay Code:		

2. Issuance batch creates a payment of $197.00 for the month of 05/2017.
3. EDBC is recalculated for the month of 05/2017 with a change in Net Earned Income.
   Potential Benefit (Final Benefit Amount): $394.00
   Previous Potential Benefit: $197.00
   Authorized Amount: $197.00

CalWORKs Budget		Regular
Unearned Income	$	0.00
Unearned Income Disregards	-	0.00
Net Unearned Income	=	0.00
Earned Income	$	866.00
Earned Income Disregards	-	545.50
Net Earned Income	=	320.50
Total Net Nonexempt Income	$	320.00
MAP Family Unit Size		3
Family MAP	$	714.00
Family MAP Test		Pass
Family Special Needs	$	0.00
Potential Grant	$	394.00
Assistance Unit Size		2
Assistance Unit MAP	$	577.00
Assistance Unit Special Needs	$	0.00
Aid Payment	$	394.00

Aid Payment		Regular
Full Month Aid Payment	$	394.00
Dates to Prorate		1-31
Aid Payment	$	394.00
Combined Aid Payment	$	394.00
Final Aid Payment	$	394.00
Overridden Aid Payment	$	
Penalties	-	0.00
Potential Benefit	=	394.00
Previous Potential Benefit	-	197.00
Overpayment Adjustment Amount	-	0.00
Authorized Amount	=	197.00
Pay Code:		

4. Issuance batch should issue this supplemental payment of $197.00 even though there exists an issuance for the same county, case program, amount and benefit month since the final benefit amount on this EDBC is different than the final benefit amount on the previously issued EDBC.

2.1.5 Scenario 3 (CalFresh)

1. EDBC authorized an amount of $172 for the benefit month of 8/2017 for a CalFresh program.
   Final Allotment (Final Benefit Amount): $172.00

Previous Potential Benefit: $0
Authorized Amount: $172.00

Net Income Eligibility		Regular
Unearned Income	$	0.00
Earned Income	+	0.00
Deductions	-	157.00
Total Adjusted Income	=	0.00
Excess Shelter Costs	$	589.00
Maximum Shelter Allowance	$	517.00
Allowed Shelter Costs	$	517.00
Total Net Nonexempt Income	=	0.00
Household Size		2
Maximum Net Income	$	1,335.00
Result		Pass

Allotment		Regular
Full Month Allotment	$	357.00
Dates to Prorate		17-31
Allotment	$	172.75
Combined Allotment	$	172.75
CFAP Amount	$	0.00
Overridden CFAP Amount	$	
Final Allotment	$	172.00
Overridden Allotment	$	
Previous Potential Benefit Allotment	-	0.00
Overissuance Adjustment Amount	-	0.00
Authorized Amount	=	**172.00**

2. Issuance batch creates a payment of $172.00 for the month of 08/2017.
3. EDBC is recalculated for the month of 08/2017 with a change in the number of days the person was entitled for the payment.
   Final Allotment (Final Benefit Amount): $344.00
   Previous Potential Benefit: $172.00
   Authorized Amount: $172.00

Net Income Eligibility		Regular
Unearned Income	$	577.00
Earned Income	+	0.00
Deductions	-	157.00
Total Adjusted Income	=	420.00
Excess Shelter Costs	$	379.00
Maximum Shelter Allowance	$	517.00
Allowed Shelter Costs	$	379.00
Total Net Nonexempt Income	=	41.00
Household Size		2
Maximum Net Income	$	1,335.00
Result		Pass

Allotment		Regular
Full Month Allotment	$	344.00
Dates to Prorate		1-31
Allotment	$	344.00
Combined Allotment	$	344.00
CFAP Amount	$	0.00
Overridden CFAP Amount	$	
Final Allotment	$	344.00
Overridden Allotment	$	
Previous Potential Benefit Allotment	-	172.00
Overissuance Adjustment Amount	-	0.00
Authorized Amount	=	**172.00**

4. Issuance batch should issue this supplemental payment of $172.00 even though there exists an issuance for the same county, case program, amount and benefit month since the final benefit amount on this EDBC is different than the final benefit amount on the previously issued EDBC.

2.1.6 Scenario 3 (CalFresh)

1. EDBC authorized an amount of $172 for the benefit month of 8/2017 for a CalFresh program.
   Final Allotment (Final Benefit Amount): $172.00
   Previous Potential Benefit: $0
   Authorized Amount: $172.00

2. Issuance batch creates a payment of $172.00 for the month of 08/2017 based on the authorized EDBC.

3. Worker re-calculates EDBC for the same program and authorizes $172 for the month of 08/2017

   Final Allotment (Final Benefit Amount): $172.00
   Previous Potential Benefit: $172
   Authorized Amount: $0.00

2.1.7 Scenario 4 (CalFresh)

1. User runs Online EDBC for 09/2020 Benefit Month for an amount of $172 on 10/15/2020 and marks it as Pending Supervisor Approval.
Final Allotment (Final Benefit Amount): $172.00
Previous Potential Benefit: $0
Authorized Amount: $172.00
Since the EDBC Results are not authorized and accepted, the system will not create an issuance.

2. On 10/16/2020, The Batch EDBC is triggered for the same month and authorizes an issuance for $172.
Final Allotment (Final Benefit Amount): $172.00
Previous Potential Benefit: $0
Authorized Amount: $172.00
Since the Batch EDBC results are authorized, nightly Issuance Batch creates the $172 issuance.

3. On 10/17/2020, the supervisor authorizes the EDBC results from EDBC1.

4. Now when the Issuance batch tries to create issuance from EDBC in step 3, the current logic would mark this is as a duplicate benefit (since it is for the same month, program and amount) and therefore prevent it from going out.

2.1.8 Counties Impacted

All Counties

2.1.9 Data Volume/Performance

N/A

2.1.10 Failure Procedure/Operational Instructions

N/A

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.10.4.29	The LRS shall check invoices to prevent duplicate payments.	This SCR updates the duplicate issuance logic such that the system will identify duplicate payments correctly when EDBC is recalculated.

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

5 MIGRATION IMPACTS

None

6 OUTREACH

None

7 APPENDIX

N/A

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-207159 | DDID 2126

Updates to OP/OI Notices

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Rainier Dela Cruz
	Reviewed By	Amy Gill

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
07/27/2020	1.0	Initial Revision	Rainier Dela Cruz
09/28/2020	1.1	Updates per deliverable comments.	Rainier Dela Cruz

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1 OVERVIEW

1.1 Current Design

On the 'Recovery Account Detail' page, the Overpayment (OP)/Overissuance (OI) notices for CalWORKs (CW) or CalFresh (CF) can be generated by clicking on the 'Generate Form' button. The program will determine which notice will generate. For CalFresh, the cause code also determines which form to generate. For example, if the program is CalFresh and the cause code is CalFresh Inadvertent Household Error (IHE), the CF 377.7B form will generate. If the program is CalFresh and the cause code is CalFresh Administrative Error (AE), the CF 377.7D3 form will generate. If the program is CalFresh and the cause code is CalFresh Intentional Program Violation (IPV), the DFA 377.7G form will generate. If the program is CalWORKs, the M44-352A form will generate.

The Recovery Account Activation batch job will activate recovery accounts and send out notices to the responsible party regarding their recovery account. Like the 'Recovery Account Detail' page, the program and cause code (CalFresh only) will determine which notices to send out. For example, if the program is CalWORKs, it will send the M44-350I and NA 274G forms. If the program is CalFresh and the cause code is CalFresh Inadvertent Household Error, it will send out the CF 377.7B, DFA 377.7C, NA 1263 and PA 1820 forms for Los Angeles County and CF 377.7B, DFA 377.7C and NA 1263 forms for the 57 Migration Counties. If the program is CalFresh and the cause code is CalFresh Administrative Error, it will send out the CF 377.7D3, DFA 377.7E1, NA 1263 and PA 1820 forms for Los Angeles County and CF 377.7D3, DFA 377.7E1, and NA 1263 forms for the 57 Migration Counties.

1.2 Requests

Per Design Differences ID (DDID) 2126, add the functionality to generate, view, edit and print the overpayment notice with the budget for CalWORKs and the overissuance notice with the budget, repayment agreement and the EBT release form for CalFresh from the Recovery Account Detail page.

1.3 Overview of Recommendations

1. Create the CalFresh Inadvertent Household Error packet.
   a. The packet for Los Angeles County will contain the following forms:
      i. CF 377.7B (CalFresh Overissuance for Client Error)
      ii. PA 1820 (CalFresh Repayment Agreement Cover Notice)
      iii. DFA 377.7C (CalFresh Repayment Agreement for Inadvertent Household Errors Only)
      iv. CSF 104 (EBT Release Form)
      v. NA 1263 (Overissuance Budget Worksheet)
   b. The packet for the 57 Migration Counties will contain the following forms:

        i. CF 377.7B (CalFresh Overissuance for Client Error)
        ii. DFA 377.7C (CalFresh Repayment Agreement for Inadvertent Household Errors Only)
        iii. CSF 104 (EBT Release Form)
        iv. NA 1263 (Overissuance Budget Worksheet)

2. Create the CalFresh Administrative Error packet.
    a. The packet for Los Angeles will contain the following forms:
        i. CF 377.7D3 (CalFresh Overissuance Notice for Administrative Errors)
        ii. PA 1820 (CalFresh Repayment Agreement Cover Notice)
        iii. DFA 377.7E1 (CalFresh Repayment Agreement for Administrative Errors Only)
        iv. CSF 104 (EBT Release Form)
        v. NA 1263 (Overissuance Budget Worksheet)
    b. The packet for the 57 Migration Counties will contain the following forms:
        i. CF 377.7D3 (CalFresh Overissuance Notice for Administrative Errors)
        ii. DFA 377.7E1 (CalFresh Repayment Agreement for Administrative Errors Only)
        iii. CSF 104 (EBT Release Form)
        iv. NA 1263 (Overissuance Budget Worksheet)

3. Create the CalFresh Intentional Program Violation packet.
    a. The packet for Los Angeles County will contain the following forms:
        i. DFA 377.7F (CalFresh Overissuance Notice for Intentional Program Violation (IPV))
        ii. PA 1820 (CalFresh Repayment Agreement Cover Notice)
        iii. DFA 377.7G (CalFresh Repayment Agreement for an Intentional Program Violation (IPV) Only)
        iv. CSF 104 (EBT Release Form)
        v. NA 1263 (Overissuance Budget Worksheet)
    b. The packet for the 57 Migration Counties will contain the following forms:
        i. DFA 377.7F (CalFresh Overissuance Notice for Intentional Program Violation (IPV))
        ii. DFA 377.7G (CalFresh Repayment Agreement for an Intentional Program Violation (IPV) Only)
        iii. CSF 104 (EBT Release Form)
        iv. NA 1263 (Overissuance Budget Worksheet)

4. Create the CalWORKs Overpayment packet. The packet will contain the following forms for all Counties (Los Angeles and the 57 Migration Counties):
    a. M44-350I (CalWORKs Overpayment Notice)
    b. NA 274G (Continuation Page - Overpayment Computations)

5. Update the logic of the 'Generate Form' button on the Recovery Account Detail page to generate the OP/OI packets when clicked.

6. Update the Recovery Account Activation batch job to send out the OP/OI packets.

1.4 Assumptions

1. The packets will only be available in English and Spanish. The packets will be added in threshold languages with SCR **CA-220208**.
2. The imaging barcodes for the packets will be added with SCR **CA-217626.**
3. The overissuance packets for CalFresh will use the CF 377.7B and CF 377.7D3 that was updated with SCR **CA-202684.**
4. The overissuance packets for CalFresh will use the DFA 377.7F form added with SCR **CA-214084.**
5. The overpayment packet for CalWORKs will use the M44-350I that was updated with SCR **CA-50293**.

2 RECOMMENDATIONS

2.1 CalFresh Inadvertent Household Error (IHE) Packet

2.1.1 Overview

This section will describe the addition of the CalFresh IHE packet to LRS/CalSAWS. One packet will be created for Los Angeles County and one for the 57 Migration Counties.

Form Name: CalFresh IHE Packet

Form Number: CalFresh IHE Packet

Language: English, Spanish

Template Repository Visibility: Not visible

2.1.2 Description of Change

1. Create the CalFresh IHE Packet.
    a. Create the packet for Los Angeles County. The packet will contain the following forms:
        i. CF 377.7B
        ii. PA 1820
        iii. DFA 377.7C
        iv. CSF 104
        v. NA 1263
    b. Create the packet for the 57 Migration Counties. The packet will contain the following forms:
        i. CF 377.7B
        ii. DFA 377.7C
        iii. CSF 104
        iv. NA 1263
    c. Update the non-header fields on all the forms to be editable. The fields will be editable when the fields are blank or pre-populated.

2. Add population logic for the packet.
    a. The existing population logic for the CF 377.7B, PA 1820, DFA 377.7C, CSF 104, and NA 1263 will be used to populate the forms within the packet.
    b. The population of the PA 1820 will only be done for Los Angeles County.

3. The packet will have the following print options:

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
N	Y	Y	Y	Y	Y

4. The packet will have the following mailing options:

Mailing Options	Option for CF IHE Packet
Mail-To (Recipient)	When generated through the batch process, the CalFresh Primary Applicant. When generated through the Recovery Account Detail page, the individual selected on the 'Customer Name' dropdown on the Document Parameters page.
Mailed From (Return)	CalFresh Worker's Office/District Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A

5. The packet will have the following barcodes options:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	N

6. The packet will have the following additional requirements:

Requirement	Option for CF IHE Packet
Post to Self-Service Portal	Y

2.2 CalFresh Administrative Error (AE) Packet

2.2.1 Overview

This section will describe the addition of the CalFresh AE packet to LRS/CalSAWS. One packet will be created for Los Angeles County and one for the 57 Migration Counties.

Form Name: CalFresh AE Packet

Form Number: CalFresh AE Packet

Language: English, Spanish

Template Repository Visibility: Not visible

2.2.2 Description of Change

1. Create the CalFresh AE Packet.
    a. Create the packet for Los Angeles County. The packet will contain the following forms:
        i. CF 377.7D3
        ii. PA 1820
        iii. DFA 377.7E1
        iv. CSF 104
        v. NA 1263
    b. Create the packet for the 57 Migration Counties. The packet will contain the following forms:
        i. CF 377.7D3
        ii. DFA 377.7E1
        iii. CSF 104
        iv. NA 1263
    c. Update the non-header fields on all the forms to be editable. The fields will be editable when the fields are blank or pre-populated.

2. Add population logic for the packet.
    a. The existing population logic for the CF 377.7D3, PA 1820, DFA 377.7E1, CSF 104, and NA 1263 will be used to populate the forms within the packet.
    b. The population of the PA 1820 will only be done for Los Angeles County.

3. The packet will have the following print options:

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
N	Y	Y	Y	Y	Y

4. The packet will have the following mailing options:

Mailing Options	Option for CF AE Packet
Mail-To (Recipient)	When generated through the batch process, the CalFresh Primary Applicant. When generated through the Recovery Account Detail page, the individual selected on the

Mailing Options	Option for CF AE Packet
	'Customer Name' dropdown on the Document Parameters page.
Mailed From (Return)	CalFresh Worker's Office/District Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A

5. The packet will have the following barcodes options:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	N

6. The packet will have the following additional requirements:

Requirement	Option for CF AE Packet
Post to Self-Service Portal	Y

2.3 CalFresh Intentional Program Violation (IPV) Packet

2.3.1 Overview

This section will describe the addition of the CalFresh IPV packet to LRS/CalSAWS. One packet will be created for Los Angeles County and one for the 57 Migration Counties.

Form Name: CalFresh IPV Packet

Form Number: CalFresh IPV Packet

Language: English, Spanish

Template Repository Visibility: Not visible

2.3.2 Description of Change

1. Create the CalFresh IPV Packet.
    a. Create the packet for Los Angeles County. The packet will contain the following forms:
        i. DFA 377.7F
        ii. PA 1820
        iii. DFA 377.7G

iv. CSF 104
v. NA 1263

b. Create the packet for the 57 Migration Counties. The packet will contain the following forms:
   i. DFA 377.7F
   ii. DFA 377.7G
   iii. CSF 104
   iv. NA 1263
c. Update the non-header fields on all the forms to be editable. The fields will be editable when the fields are blank or pre-populated.

2. Add population logic for the packet.
   a. The existing population logic for the DFA 377.7F, PA 1820, DFA 377.7G, CSF 104 and NA 1263 will be used to populate the forms within the packet.
   b. The population of the PA 1820 will only be done for Los Angeles County.

3. The packet will have the following print options:

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
N	Y	Y	Y	Y	Y

4. The packet will have the following mailing options:

Mailing Options	Option for CF IPV Packet
Mail-To (Recipient)	When generated through the batch process, the CalFresh Primary Applicant. When generated through the Recovery Account Detail page, the individual selected on the 'Customer Name' dropdown on the Document Parameters page.
Mailed From (Return)	CalFresh Worker's Office/District Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A

5. The packet will have the following barcodes options:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	N

6. The packet will have the following additional requirements:

Requirement	Option for CF IPV Packet
Post to Self-Service Portal	Y

2.4 CalWORKs Overpayment Packet

2.4.1 Overview

This section will describe the addition of the CalWORKs Overpayment packet to LRS/CalSAWS. One packet will be created for all counties to use.

Form Name: CalWORKs Overpayment Packet

Form Number: CalWORKs Overpayment Packet

Language: English, Spanish

Template Repository Visibility: Not visible

2.4.2 Description of Change

1. Create the CalWORKs Overpayment Packet. The packet will contain the M44-350I and NA 274G forms for all counties (Los Angeles and the 57 Migration Counties). Update the non-header fields on all the forms to be editable. The fields will be editable when the fields are blank or pre-populated.

2. Add population logic for the packet. The existing population logic for the M44-350I and NA 274G will be used to populate the forms within the packet.

3. The packet will have the following print options:

Blank Template	Print Local without Save	Print Local and Save	Print Central and Save	Reprint Local	Reprint Central
N	Y	Y	Y	Y	Y

4. The packet will have the following mailing options:

Mailing Options	Option for CW OP Packet
Mail-To (Recipient)	When generated through the batch process, the CalWORKs Primary Applicant. When generated through the Recovery Account Detail page, the individual selected on the 'Customer Name' dropdown on the Document Parameters page.
Mailed From (Return)	CalWORKs Worker's Office/District Office Address
Mail-back-to Address	N/A
Outgoing Envelope Type	Standard
Return Envelope Type	N/A
Special Paper Stock	N/A

5. The packet will have the following barcodes options:

Tracking Barcode	BRM Barcode	Imaging Barcode
N	N	N

6. The packet will have the following additional requirements:

Requirement	Option for CW OP Packet
Post to Self-Service Portal	Y

2.5 Recovery Account Detail Page

2.5.1 Overview

On the 'Recovery Account Detail' page, the OP/OI notices for CalWORKs or CalFresh can be generated by clicking on the 'Generate Form' button. The program and cause code determines which notice will generate. The generation logic will be updated to generate the new OP/OI packet when the 'Generate Form' button is clicked.

2.5.2 Recovery Account Detail Mockup

N/A – no visual changes to the page.

2.5.3 Description of Changes

1. Update the logic of the 'Generate Form' button to generate the CalFresh IHE packet when the program is CalFresh and the cause code is CalFresh - IHE (Customer Caused) or CalFresh - Potential IPV.

2. Update the logic of the 'Generate Form' button to generate the CalFresh AE packet when the program is CalFresh and the cause code is CalFresh - Admin Caused (prior to 3/2000) or CalFresh - Admin Caused (after 3/2000).

3. Update the logic of the 'Generate Form' button to generate the CalFresh IPV packet when the program is CalFresh and the cause code is CalFresh - IPV (waiver), CalFresh - IPV (ADH), or CalFresh - IPV (Court)

4. Update the logic of the 'Generate Form' button to generate the CalWORKs Overpayment packet when the program is CalWORKs, Diversion, Child Support, Immediate Need, or Refugee Cash Assistance.

2.5.4 Page Location

- **Global: Fiscal**
- **Local: Collections**
- **Task: Recovery Account Search**

2.5.5 Security Updates

N/A

2.5.6 Page Mapping

N/A

2.5.7 Page Usage/Data Volume Impacts

N/A

2.6 Recovery Account Activation Batch Job

2.6.1 Overview

The Recovery Account Activation batch job will activate recovery accounts and send out correspondence to the responsible party regarding their recovery account. Update the Recovery Account Activation batch job to send out the new OP/OI packets.

2.6.2 Description of Change

1. Update the logic to send out the CalFresh IHE packet when the program is CalFresh and the cause code is CalFresh - IHE (Customer Caused) or CalFresh - Potential IPV.

2. Update the logic to send out the CalFresh AE packet when the program is CalFresh and the cause code is CalFresh - Admin Caused (prior to 3/2000) or CalFresh - Admin Caused (after 3/2000)

3. Update the logic to send out the CalWORKs Overpayment packet when the program is CalWORKs, Diversion, Child Support, Immediate Need, or Refugee Cash Assistance.

2.6.3 Execution Frequency

No Change.

2.6.4 Key Scheduling Dependencies

N/A

2.6.5 Counties Impacted

All Counties.

2.6.6 Data Volume/Performance

N/A

2.6.7 Failure Procedure/Operational Instructions

N/A

3 REQUIREMENTS

3.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2126	The CONTRACTOR shall add the ability to generate, view, print and edit the informing notice of action with budget, repayment agreement, and EBT Release Form (OI Only) for OP/OI using the generate form button on the Recovery Account Detail page. Note: For CalWORKs - NOA with budget For CalFresh - NOA with budget, repayment agreement, EBT Release Form Note: Want ability to print locally or go out in batch	N/A	The packets created for CalFresh contain the overissuance NOA with budget, repayment agreement, and the EBT release form. The packet created for CalWORKs contains the overpayment NOA with the budget. The packet can be generated through the Recovery Account Detail page or through the Recovery Account Activation job.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-214062

CalSAWS Security Batches to Hyland

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Jennifer Kim
	Reviewed By	[individual(s) from build and test teams that reviewed document]

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
9/16/20	1.0	Initial Draft	Jennifer Kim

Table of Contents

1 OVERVIEW

This SCR will synchronize user security rights in the CalSAWS Imaging System with updates made in CalSAWS via a new hourly batch job.

1.1 Current Design

1. The CalSAWS System does not have all the new security rights and groups for the new imaging system.
2. The CalSAWS System does not have an outbound web service to update user security rights in the new imaging system.
3. Currently, there is no hourly batch job that updates user security rights in the new imaging system.

1.2 Requests

1. Edit and add existing and new imaging security rights and groups in the CalSAWS System.
2. Create a new outbound web service to update user security rights in the new imaging system.
3. Create a new hourly batch job to synchronize user security rights in the imaging system with updates made in CalSAWS.

1.3 Overview of Recommendations

1. Edit and add existing and new imaging security rights and groups in the CalSAWS System.
2. Create the new User Security Rights Outbound Web Service to successfully update user security rights in the imaging system.
3. Create an hourly batch job to synchronize user security rights in the imaging system with changes made in the CalSAWS System.

1.4 Assumptions

1. Updated user security rights via the hourly batch job are not reflected in the CalSAWS Imaging System until the CalSAWS user's next login.
2. The terms "Hyland", "CalSAWS Imaging System", and "imaging system" are used interchangeably.

2 RECOMMENDATIONS

2.1 Edit and Add Existing and New Imaging Security Rights

2.1.1 Overview

Currently, the CalSAWS System does not have all the new security rights and groups for the new CalSAWS Imaging System. This SCR will add and edit new and existing security rights and groups respectively in CalSAWS.

2.1.2 Mockup

No Mockups Applicable.

2.1.3 Description of Changes

1. Imaging Security Rights and Groups – Add the new security rights and groups found in the 'Security Matrix.xlsx' attachment as listed in the Supporting Documents section of the design document.
2. If the existing security right, group and role mappings; naming conventions; and descriptions in CalSAWS differ from those in the security matrix, update the existing ones to reflect those in the security matrix as listed in the Supporting Documents section of the design document.

2.1.4 Page Location

Not Applicable.

2.1.5 Security Updates

For security updates, please refer to the 'Security Matrix.xlsx' attachment as listed in the Supporting Document section of the design document.

2.1.6 Page Mapping

No Page Mapping applicable.

2.1.7 Page Usage/Data Volume Impacts

There are no performance concerns with this update.

2.2 User Security Rights Outbound Web Service

2.2.1 Overview

This section of the SCR will create the User Security Rights Outbound Web Service to successfully update user security rights in the CalSAWS Imaging System.

2.2.2 Description of Change

1. Create the User Security Rights Outbound Web Service to successfully update user security rights in the imaging system.
2. Send all required data attributes listed in the table "User Security Rights Request Parameters" below. Sending the correct data attributes will allow the User Security Rights Outbound API to handle and implement the following logic in its web service to successfully update user security rights in the imaging system:
    a. Adding a new user in the imaging system if needed.
    b. Adding and/or removing a user's Hyland Group Permission Name(s) in the imaging system if needed.
    c. Updating the following user attributes as needed:
        i. Staff First Name
        ii. Staff Last Name

Table 1 – User Security Rights Request Parameters

User Security Rights - REQUEST			
FIELD NAME	**TYPE**	**COMMENTS**	**REQUIRED**
userName	String (40 Char. Limit)	Active Directory Username. Table name is 'Staff' and column name is 'ACTIVE_DIR_USER_NAME' in Active Directory.	Y
firstName	String (64 Char. Limit)	First name of user.	Y
lastName	String (64 Char. Limit)	Last name of user.	Y
primaryEmail	String	Primary email of user.	Y
hylandGroupPermissionName	List	The Hyland Group Permission Name (refer to the attached supporting	Y

		document CalSAWS-Hyland Security Mappings.xlsx).	

Table 2 – User Security Rights Web Service - FAILED WEB SERVICE OPERATIONS

HTTP Response Code	Field Name	Value	COMMENTS
Error codes are intended for backend processes and will not be displayed for end-users.			
400	responseCode	400	Return HTTP response code 400 if there is a tech failure because the required data attribute was not supplied.
	errorMessage	"${Field Name} Must Be Supplied."	
404	responseCode	404	Return HTTP response code 404 if the required data attribute cannot be found in the CalSAWS System.
	errorMessage	"${Field Name} Not Found."	

422	responseCode	422	Return HTTP response code 422 if there is a problem with the request for the required data attribute and the Integration Server is unable to process it.
	errorMessage	"${Field Name} Is an Unprocessable Entity."	
500	responseCode	500	Return HTTP response code 500 if there is an unknown internal server error that occurred while trying to process the request.
	errorMessage	"Internal Server Error."	

2.2.3 Execution Frequency

The web service is available to be invoked in real-time.

2.2.4 Key Scheduling Dependencies

N/A

2.2.5 Counties Impacted

Counties utilizing the CalSAWS Imaging System will be impacted. C-IV, LRS and CalWIN counties will be impacted in phases in that order.

2.2.6 Data Volume/Performance

N/A

2.2.7 Interface Partner

CalSAWS Imaging System.

2.2.8 Failure Procedure/Operational Instructions

Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.)

2.3 User Security Rights Batch Job

2.3.1 Overview

The new User Security Rights Batch Job is responsible for updating user security rights in the CalSAWS Imaging System when users have had their imaging rights, login status, office IDs, county code, first name or last name added, removed or modified in CalSAWS.

2.3.2 Description of Change

1. Create a new Category entry to represent the attached supporting document "CalSAWS-Hyland Security Mappings.xlsx". This category will map the Hyland Group Permission Names with their counterpart CalSAWS Security Right. This new category will be leveraged by the new User Security Rights Batch Job's internal logic to provide the User Security Rights Outbound Web Service with the Hyland Security Group Permission Names.
2. Create a new table called IMG_RIGHTS_OLD. This table will serve as the basis of comparison of the user's Hyland Group Permission Names and other tracked configurations between one execution of the User Security Rights Batch Job and the next. This table will represent the previous state of all users in CalSAWS that had imaging security rights as of the last completion of the batch job. This table will contain the following data elements:
    a. Staff Active Directory Username
    b. Hyland Group Permission Name (refer to the attached supporting document CalSAWS-Hyland Security Mappings.xlsx).
    c. Staff First Name
    d. Staff Last Name
3. Create a new table called IMG_RIGHTS_CURRENT. This table will represent the current state of all users in CalSAWS that have imaging security rights as of the current system date and time. This table will contain the following data elements:
    a. Staff Active Directory Username
    b. Hyland Group Permission Name (refer to the attached supporting document CalSAWS-Hyland Security Mappings.xlsx)
    c. Staff First Name
    d. Staff Last Name
4. Create a new table called IMG_RIGHTS_TRANSACT. This table will represent the CalSAWS users for which the Hyland Group Permission Name, first name or last name have been added, removed or modified since the last completion of the batch job. This table will contain the following data elements:
    a. Staff Active Directory Username
    b. Record Created Date- this field will be populated in order to determine which execution of the batch job inserted this record

into the staging table in case the record is not processed successfully, and the same user is triggered by subsequent executions of the batch job.

5. Create a new table called IMG_RIGHTS_ERROR_LOG. This table will represent any staff records that were not successfully processed completely to the imaging system. This table will contain the following data elements:
    a. Staff Active Directory Username
    b. Timestamp
    c. Hyland Group Permission Name (refer to the attached supporting document CalSAWS-Hyland Security Mappings.xlsx)
    d. Staff First Name
    e. Staff Last Name
    f. Error Code
    g. Comments
6. Create a new batch job that triggers the User Security Rights Outbound Web Service on an hourly basis, specifically for users who have had their Hyland Group Permission Name, first name and last name added, removed or modified since the last completion of this job:
    a. Perform a check to confirm that the previous execution of this batch process has completed and not currently running. IF the previous process(es) are still executing, cancel this job and downstream thread jobs. This process should not overlap with existing executions.
    b. Refer to the 'Security Matrix.xlsx' document to observe the full list of newly added CalSAWS Imaging Rights.
    c. Query the CalSAWS Security Rights and Staff Data Model. For each staff record that has at least one imaging security right, an 'Active' login status and at least one current position assignment, populate the IMG_RIGHTS_CURRENT table.
    d. Reference the new CalSAWS-Hyland Security Mappings category. For each CalSAWS Imaging Right assigned to the CalSAWS User, store the corresponding Hyland Group Permission Name.
        i. The Hyland Group Permission Name can have a "scope" of County, Office, or Global:
            1. Global: Store the Imaging System Group Permission Name as-is.
            2. County: County-level Group Permissions require a County Code prefix in the imaging system:
                a. If the CalSAWS Imaging Right is NOT associated to a "Regional Call Center Staff" or "Regional Call Center Supervisor" (RCC) role, prepend the Staff User's Login County Code to the Hyland Group Permission Name.

i. Example: If the user is from County 36 and the Imaging Right Name is "ImagingSearchCase", and the Imaging Right is NOT associated to an RCC role, then perform the following steps:
    1. Retrieve the mapped Hyland Group Permission Name that corresponds to the CalSAWS Imaging Right of "ImagingSearchCase" (##_SearchCase)
    2. Replace the placeholder characters '##_' with the staff user's login County Code (36): 36_SearchCase
    3. NOTE: This process applies to All Counties, including county 90 and 92 users.

b. If the CalSAWS Imaging Right IS associated to an RCC role, prepend 'RCC_' to the Hyland Group Permission Name.
    i. Example: If the user is from County 36 and the Imaging Right Name is "ImagingSearchCase", and the Imaging Right IS associated to an RCC role, then perform the following steps:
        1. Retrieve the mapped Hyland Group Permission Name that corresponds to the CalSAWS Imaging Right of "ImagingSearchCase" (##_SearchCase).
        2. Replace the placeholder characters '##_' with 'RCC_': RCC_SearchCase.

c. NOTE: If the same CalSAWS Imaging Right Name is associated to the worker via an RCC role AND non-RCC Role (or via a Group-Right association without a role), both versions of the Hyland Group Permission Name will be sent (i.e. '36_SearchCase' AND 'RCC_SearchCase' will be sent to Hyland).

3. Office: Office-level Group Permissions require a County Code prefix AND an office number postfix in the imaging system:

a. If the CalSAWS Imaging Right is NOT associated to a "Regional Call Center Staff" or "Regional Call Center Supervisor" (RCC) role AND the Staff User is NOT logging in with a County 90 or 92 user, prepend the Staff User's Login County Code to the Hyland Group Permission Name and postfix the Group Permission Name with each of the Office Numbers to which the Staff is assigned. The office level Group Permission Name will repeat for each office to which the user is currently assigned.
    i. Example: If the user is a County 36 User, assigned to 3 offices (Office 01, 02, and 03) and has a CalSAWS Imaging Security Right of "ImagingOfficePersonSelect" for a non-RCC role, perform the following steps:
        1. Retrieve the mapped Hyland Group Permission Name that corresponds to the CalSAWS Imaging Right of "ImagingOfficePersonSelect" (##_OfficePersonSelect_##)
        2. Replace the placeholder characters '##_' with the Staff User's Login County Code (36): 36_OfficePersonSelect_##
        3. For each Office to which the staff is assigned, replace the placeholder characters '_##' with the office number. Repeat until each office has a corresponding Hyland Group Permission Name:
            a. 36_OfficePersonSelect_01
            b. 36_OfficePersonSelect_02
            c. 36_OfficePersonSelect_03

b. For Office-level Imaging Rights associated to Non-RCC roles for users logged in to Counties 90 or 92, prepend the appropriate County Code but do NOT append any office numbers. Append an Underscore'_' only.

i. Example: "##_OfficePersonSelect_##" becomes "90_OfficePersonSelect_" or "92_OfficePersonSelect_".

c. For Office-level Imaging Rights that ARE associated to RCC roles, prepend 'RCC_' to the Hyland Group Permission Name, and leave a trailing Underscore '_', such as "RCC_OfficePersonSelect_".

i. NOTE: Currently, the "Hyland-CalSAWS Security Mappings.xlsx" spreadsheet does not account for Office-Level Imaging Rights to RCC Roles. However, for future expansion, this logic will be employed to prevent office associations with an RCC-level Role in the imaging system.

e. Compare data from the IMG_RIGHTS_OLD table and the IMG_RIGHTS_CURRENT table to seek detected changes. Populate the IMG_RIGHTS_TRANSACT table for each user that:
    i. Exists in the current data but not the previous data
    ii. Exists in the previous data but not the current data
    iii. Exists in both previous and current data but one or more of the following aggregate data elements are different:
        1. Hyland Group Permission Name
        2. Staff First Name
        3. Staff Last Name

7. Create a new Threaded Batch Process to synchronize user security rights in the imaging system with those in CalSAWS. These threads will run after the IMG_RIGHTS_TRANSACT table has been populated by the above Batch Sweep Job:
    a. For each record in the IMG_RIGHTS_TRANSACT table, invoke the User Security Rights Web Service:
        i. Refer to the "User Security Rights Request Parameters" table in section 2.2 of the design document to provide necessary data elements per the web service specifications.
        ii. For each successful operation, delete the associated staff record from IMG_RIGHTS_TRANSACT.
        iii. If the web service returns an error code, retry up to 2 additional times (for a total of 3 attempts). If unsuccessful for 3 attempts, add the appropriate error code and the statement "MULTIPLE RETRY FAILURES: The record has failed to process for a total of 3 times" in the Error Code and Comments columns of the IMG_RIGHTS_ERROR_LOG

Table respectively and remove the associated record from IMG_RIGHTS_TRANSACT.

8. Create a new Post Processing Module to clean up the comparison tables and prepare the state of the tables for the next execution of the sync jobs:
    a. Once the User Security Rights Web Service has been completed for all users and thus, the execution of the batch job completed, perform the following steps to prepare the batch job for its next execution:
        i. Truncate the IMG_RIGHTS_OLD table and repopulate the table with existing data from the IMG_RIGHTS_CURRENT table.
        ii. Truncate the IMG_RIGHTS_CURRENT table.

2.3.3 Execution Frequency

This batch job will run on an hourly basis.

2.3.4 Key Scheduling Dependencies

This batch job has no predecessor or dependencies scheduled to run on an hourly basis.

2.3.5 Counties Impacted

Counties utilizing the CalSAWS Imaging System will be impacted. C-IV, LRS and CalWIN counties will be impacted in phases in that order.

2.3.6 Data Volume/Performance

The anticipated volume of updated user records per hour is unlikely to exceed 1,000 distinct user accounts on average.

There may be some instances in which an unusual volume of changed or added users/rights are detected in CalSAWS. In these cases, it may require more processing time than is provisioned in the hourly window. In these scenarios, prevent the next execution of the job from initiating until the existing process has executed to completion. The next iteration of the process will catch up all users' rights that have been updated in the interim.

2.3.7 Failure Procedure/Operational Instructions

Operations staff will evaluate transmission errors and failures and determine the appropriate resolution (i.e., manually retrieving the file from the directory and contacting the external partner if there is an account or password issue, etc.)

3 SUPPORTING DOCUMENTS

[This section should include any supporting documents for the design as imbedded documents. Some examples of supporting documents include the Security Matrix, Form Design Documents, NOA Design Documents, and ETL Source-to-Target Mappings.]

Number	Functional Area	Description	Attachment
1	Online Security	This supporting document defines the roles, rights and groups for the new imaging system.	Security Matrix.xlsx
2	Online Security	This supporting document complements the Security Matrix listed right above. This document clarifies the county, office and global scope of the new imaging security rights.	CalSAWS-Hyland Security Mappings.xlsx

4 REQUIREMENTS

[Document what requirements are being addressed with this design and how they are being met]

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
2523	CalSAWS software security rights will update the imaging solution during a nightly batch process.	None	1. Edit and add existing and new imaging security rights and groups to the CalSAWS System. 2. Provide the required fields for the User Security Rights Web Service to successfully update user security rights in the imaging system. 3. Create an hourly batch job to ensure user security rights in the CalSAWS Imaging System are in sync with those in the CalSAWS System.

5 MIGRATION IMPACTS

[Document any migration impacts such as data model or potential business process changes]

SCR Number	Functional Area	Description	Impact	Priority	Address Prior to Migration?

6 OUTREACH

[Include any specific outreach that needs to occur with implementation i.e. a CIT, a special webcast or onsite demonstration, any lists, etc…]

6.1 Lists

[Include a summary of the list(s). If there is more than one list, separate them with a numbered list and include the Location and Standard Columns only once in the overall summary.]

List Name: <List Name>
List Criteria: <Describe criteria for generating list>
Standard Columns:

- Case Name
- Case Number
- County
- Unit
- Unit Name
- Office Name
- Worker

Additional Column(s): <list additional columns, if any>
Frequency: <One-time, monthly, quarterly, etc.>

The list will be posted to the following locations:

System	Path
CalSAWS	CalSAWS Web Portal>System Changes>SCR and SIR Lists>YYYY>CA-XXXXXX
C-IV	CalSAWS Web Portal>System Changes>SCR and SIR Lists>YYYY>CIV-XXXXXX

7 APPENDIX

[Include any supplementary items that my not fit in the Description section. Examples could include flow charts, lengthy code tables, etc.…]

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-215571

Update the Service Arrangement Detail Page

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Jimmy Tu
	Reviewed By	John B, Sidhant G, Kapil S, Eric W

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
8/13/2020	1.0	Initial Version	Jimmy Tu

Table of Contents

1 OVERVIEW

This SCR will update the Service Arrangement Detail page to display the "Create Valuable Request" and "Create Payment Request" buttons at the appropriate times when the field, Voucher, is set to "Yes".

1.1 Current Design

SCR CA-207333 and CA-57266 migrated the functionality to create Service Arrangements with county and program specific Voucher Types. In CIV, a Valuable Request is immediately approved after creation and the Service Arrangement Detail page will hide the 'Create Valuable Request' button.

In the CalSAWS, a Valuable Request goes through an approval process. The 'Create Valuable Request' button is available on the Service Arrangement Detail page when a Valuable Request has not been created yet. After the Valuable Request is created, the CalSAWS displays the "Create Payment Request" button while the Valuable Request is in "Awaiting Approval", "Approved", "Issued", or "Disapproved" status.

1.2 Requests

1. Hide the "Create Payment Request" button when Voucher indicator is "Yes" and the Valuable Request is in the status of "Awaiting Approval", "Approved" or "Disapproved".
2. Display the "Create Valuable Request" button when the Voucher is set to "Yes" and all Valuable Request are in "Disapproved" status.

1.3 Overview of Recommendations

1. Update the Service Arrangement Detail page to hide the "Create Payment Request" button when Voucher indicator is "Yes", and the Valuable Request is in the status of "Awaiting Approval", "Approved" or "Disapproved".
2. Update the Service Arrangement Detail page to display the "Create Valuable Request" button when Voucher indicator is 'Yes", and all Valuable Request are in the status "Disapproved".

1.4 Assumptions

1. This functionality will be inherited by all other 57 counties after migration.

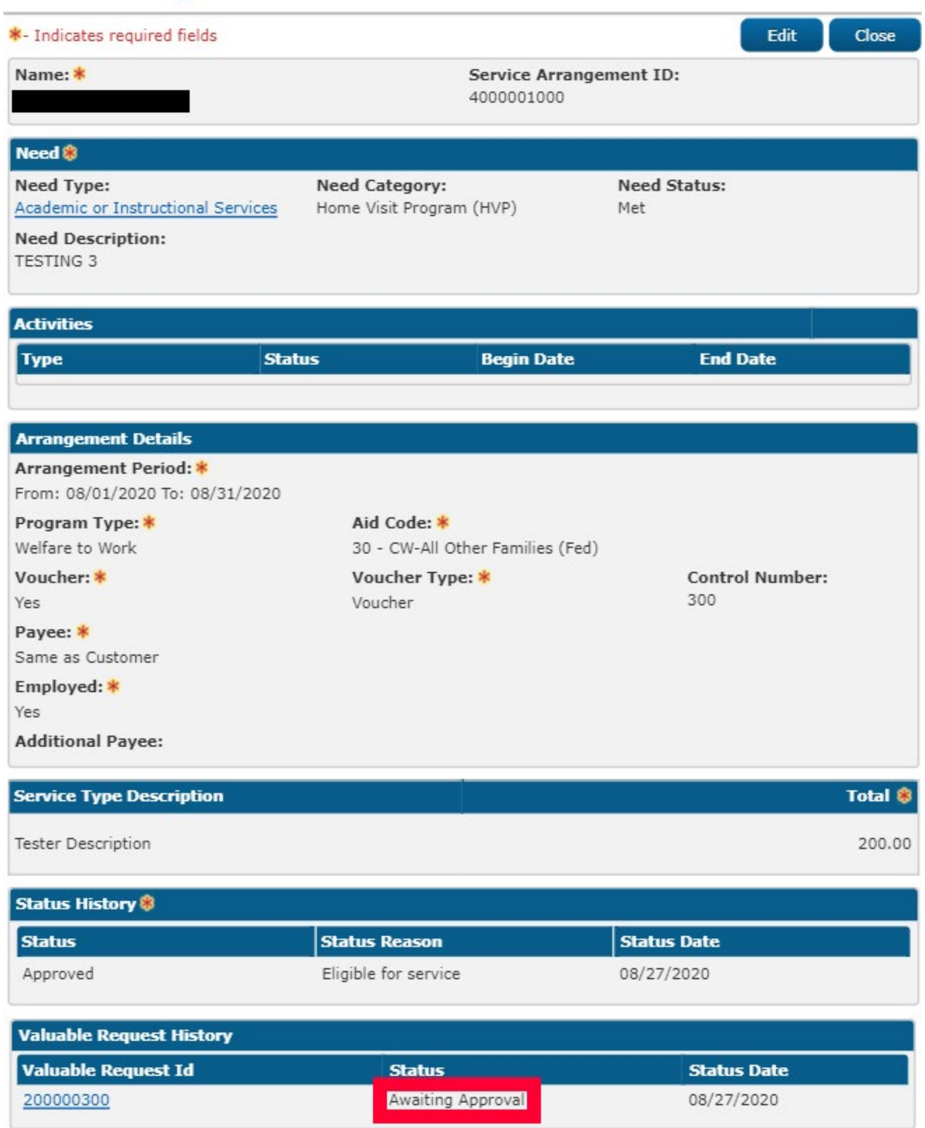
2 RECOMMENDATIONS

2.1 Service Arrangement Detail Page

2.1.1 Overview

The Service Arrangement Detail Page allows the worker to create a Payment/Valuable request for individuals to receive benefits. This page will be updated to display/hide the "Create Payment Request" and "Create Valuable Request" buttons at the appropriate times.

2.1.2 Service Arrangement Detail Page Mockups


Service Arrangement Detail

*- Indicates required fields

Edit Close

Name: *
[redacted]

Service Arrangement ID:
4000001000

Need

Need Type: Academic or Instructional Services
Need Category: Home Visit Program (HVP)
Need Status: Met
Need Description: TESTING 3

Activities

Type	Status	Begin Date	End Date

Arrangement Details

Arrangement Period: *
From: 08/01/2020 To: 08/31/2020
Program Type: * Welfare to Work
Aid Code: * 30 - CW-All Other Families (Fed)
Voucher: * Yes
Voucher Type: * Voucher
Control Number: 300
Payee: * Same as Customer
Employed: * Yes
Additional Payee:

Service Type Description	Total
Tester Description	200.00

Status History

Status	Status Reason	Status Date
Approved	Eligible for service	08/27/2020

Valuable Request History

Valuable Request Id	Status	Status Date
200000300	Awaiting Approval	08/27/2020

Figure 2.1.1 – Service Arrangement Detail Page - Awaiting Approval Status

Service Arrangement Detail

*- Indicates required fields

Edit | Close

Name: *
[redacted]

Service Arrangement ID:
4000001000

Need *

Need Type:
Academic or Instructional Services

Need Category:
Home Visit Program (HVP)

Need Status:
Met

Need Description:
TESTING 3

Activities

Type	Status	Begin Date	End Date

Arrangement Details

Arrangement Period: *
From: 08/01/2020 To: 08/31/2020

Program Type: *
Welfare to Work

Aid Code: *
30 - CW-All Other Families (Fed)

Voucher: *
Yes

Voucher Type: *
Voucher

Control Number:
300

Payee: *
Same as Customer

Employed: *
Yes

Additional Payee:

Service Type Description	Total *
Tester Description	200.00

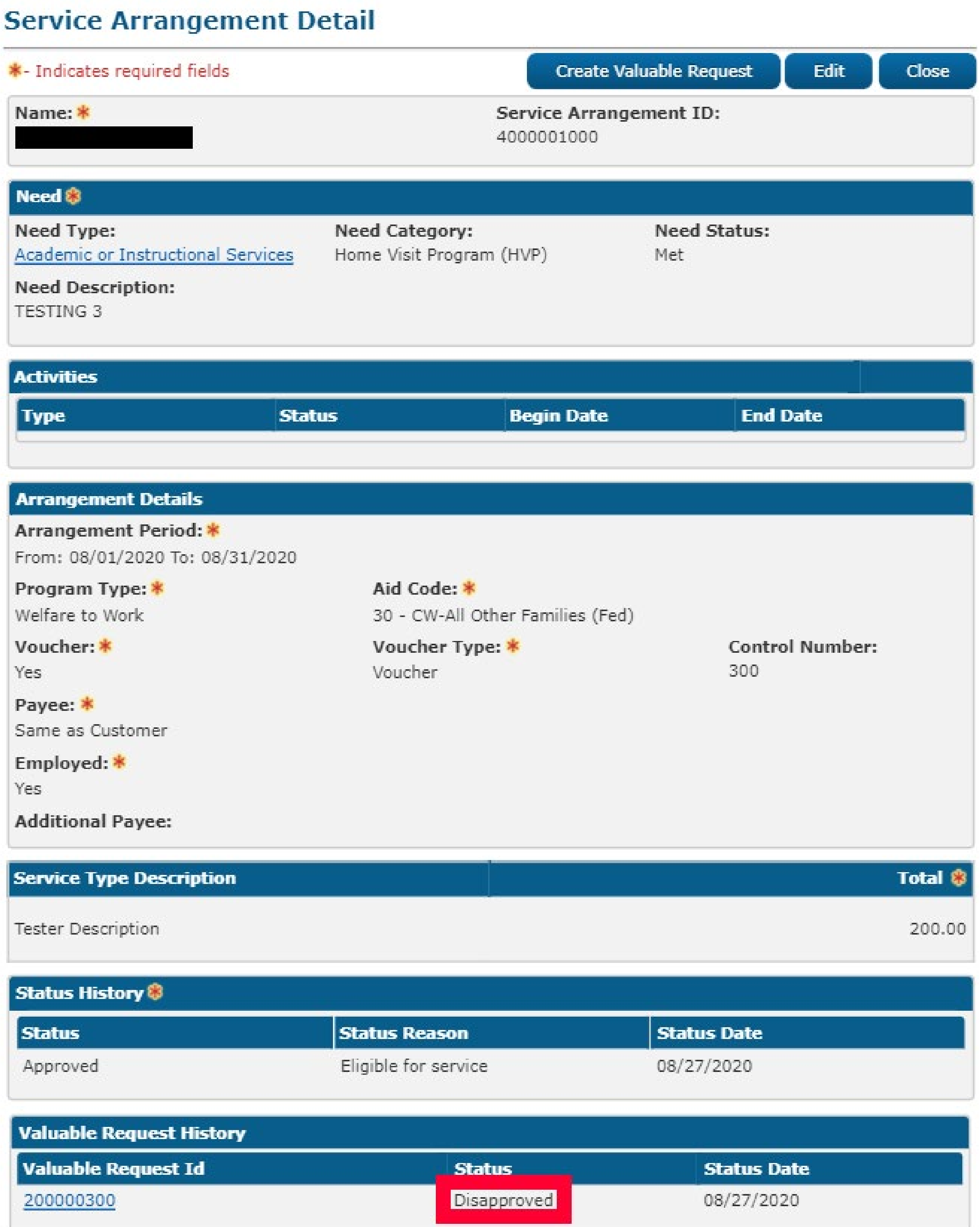
Status History *

Status	Status Reason	Status Date
Approved	Eligible for service	08/27/2020

Valuable Request History

Valuable Request Id	Status	Status Date
200000300	Approved	08/27/2020

Figure 2.1.2 – Service Arrangement Detail Page – Approved Status



Service Arrangement Detail

*- Indicates required fields

Create Valuable Request | Edit | Close

Name: *
[redacted]

Service Arrangement ID:
4000001000

Need *

Need Type: Academic or Instructional Services

Need Category: Home Visit Program (HVP)

Need Status: Met

Need Description:
TESTING 3

Activities

Type	Status	Begin Date	End Date

Arrangement Details

Arrangement Period: *
From: 08/01/2020 To: 08/31/2020

Program Type: *
Welfare to Work

Aid Code: *
30 - CW-All Other Families (Fed)

Voucher: *
Yes

Voucher Type: *
Voucher

Control Number:
300

Payee: *
Same as Customer

Employed: *
Yes

Additional Payee:

Service Type Description	Total *
Tester Description	200.00

Status History *

Status	Status Reason	Status Date
Approved	Eligible for service	08/27/2020

Valuable Request History

Valuable Request Id	Status	Status Date
200000300	Disapproved	08/27/2020

Figure 2.1.3 – Service Arrangement Detail Page – Disapproved Status

2.1.3 Description of Changes

1. Hide the "Create Payment Request" button while Voucher indicator is "Yes" and the Valuable Request is in the status of "Awaiting Approval", "Approved", or "Disapproved".

   Note: "Create Payment Request" button will only be shown when the valuable requests are in "Issued" status.

   Please refer to the table below to see when the "Create Payment Request" and "Create Valuable Request" Buttons should be shown or hidden.

2. Display the "Create Valuable Request" button when Voucher is "Yes" and all Valuable Request are in "Disapproved" status.

   Note: "Create Valuable Request" button will only be shown when the Voucher Indicator is Yes and Status is Disapproved OR when the Voucher Indicator is Yes and Valuable Request is not created yet.

   Please refer to the table below to see when the "Create Payment Request" and "Create Valuable Request" Buttons should be shown or hidden.

	Valuable Request - Not Created	Valuable Request - Awaiting Approval	Valuable Request - Approved	Valuable Request - Issued	Valuable Request - Disapproved
"Create Payment Request" Button Displayed	No	No	No	Yes	No
"Create Valuable Request" Button Displayed	Yes	No	No	No	Yes

2.1.4 Page Location

- **Global:** Empl. Services
- **Local:** Supportive Services

- **Task:** Service Arrangements

2.1.5 Security Updates

1. Security Rights

Security Right	Right Description	Right to Group Mapping

2. Security Groups

Security Group	Group Description	Group to Role Mapping

2.1.6 Page Mapping

None.

2.1.7 Page Usage/Data Volume Impacts

None.

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.10.1.1	The LRS shall include the ability to issue and maintain the history of the following benefits: a. Monthly benefits issued on a recurring basis, on either a calendar month or fiscal (cyclical) period; b. Emergency issuances (e.g., Immediate Need, Expedited Services and Emergency Aid Requests); c. Diversion payments; d. Supplemental benefits; e. Recovery refunds; f. Special needs payments; g. Retroactive payments; h. Vendor and/or Service Provider payments; i. Tokens and cash bus passes; j. Non-traditional/alternative transportation (e.g., car pool, taxi vouchers, and parking fees); k. Vouchers/cash for special payments, ancillary payments and other services; l. Interim assistance payments; m. Transportation payments;	This requirement is met by allowing CalSAWS workers to issue and maintain the benefits issued through the Payment Request and Valuable Request buttons.

	n. Petty cash; o. Cal-Learn bonus; p. Cal-Learn graduation bonus; q. Vehicle repair program; r. Additional transportation expense payments; s. Ancillary payments; and t. Child care payments.	

4.2 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met

5 MIGRATION IMPACTS

SCR Number	Functional Area	Description	Impact	Priority	Address Prior to Migration?

6 OUTREACH

None.

7 APPENDIX

None.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-215944

Enable the Call Log Task

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Erika Kusnadi-Cerezo
	Reviewed By	Long Nguyen, Srividhya Sivakumar, Himanshu Jain, William Baretsky, Michael Wu, Christine Altavilla

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
8/21/2020	1.0	Initial	Erika Kusnadi-Cerezo

Table of Contents

1 OVERVIEW

Call Log pages are currently used by county workers that are working from a Call Center or County office(s) as a way to log calls, track and monitor those calls that are being logged. If a Call Log task is also needed, workers will be able to create an associated Call Log Task through the Call Log Detail page as well.

1.1 Current Design

Currently, workers do not have the option to create a Call Log Task through the Call Log Detail page. For this reason, when a user creates a Call Log Task it will not be associated to the Call Log record and they do not have the option to view the Call Log record through the Call Log Task.

1.2 Requests

Update the Call Log Detail page to allow workers to create a Call Log task directly through the Task Detail page at any time. Ability to view the associated Call Log Task through the Call Log Detail page.

Update Task Detail with the ability to be associated to a Call Log record and the ability to open the corresponding Call Log record once its created.

1.3 Overview of Recommendations

1. Create a new button on the Call Log Detail page to allow worker to create a Call Log task directly from the Task Detail page and have it be associated to the Call Log record.
2. Create a new button on the Call Log Detail page to allow worker to view the Call Log task that was created for the associated Call Log record.
3. Update the Task Detail page to auto populate with the case information that's associated to the Call Log record.
4. Update the Task Detail page to display a 'Telephone' icon that will allow the worker to open the corresponding Call Log record.

1.4 Assumptions

1. Existing functionality will remain unchanged unless it is mentioned in the Description of Changes section below.

2 RECOMMENDATIONS

Update the Call Log Detail page to allow workers to create a Call Log task directly through the Task Detail page. Additionally, add the ability to create a Call Log task even after the Call Log record is saved and the ability to view the associated Task. The Task Detail page will be updated have tasks associated to a Call Log record, create multiple Call Log tasks and the ability to view the corresponding Call Log record.

2.1 Call Log Detail page.

2.1.1 Overview

The Call Log Detail page will be updated to allowed worker to create a Call Log task through the Task Detail page and the ability to view the corresponding Call Log task if one was created.

2.1.2 Call Log Detail Mockup

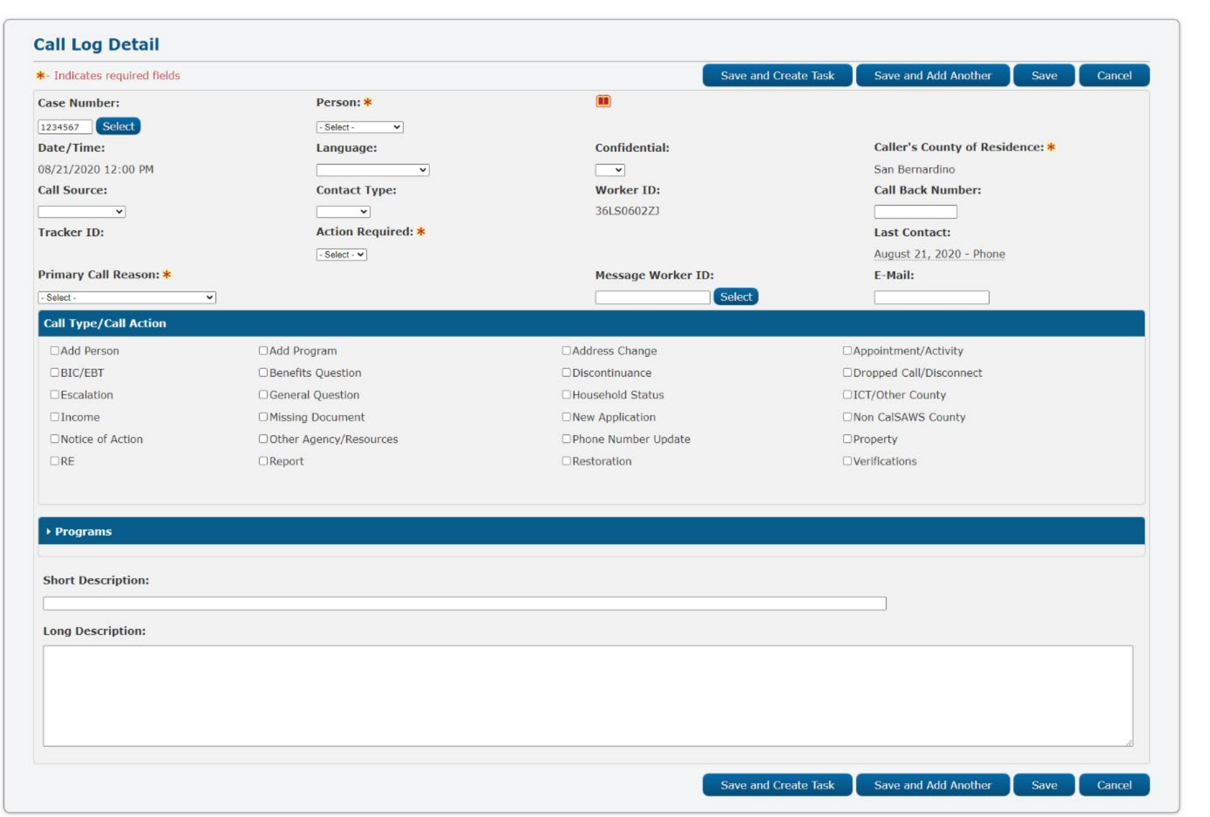


Figure 2.1.1 – Call Log Detail page (Create mode)

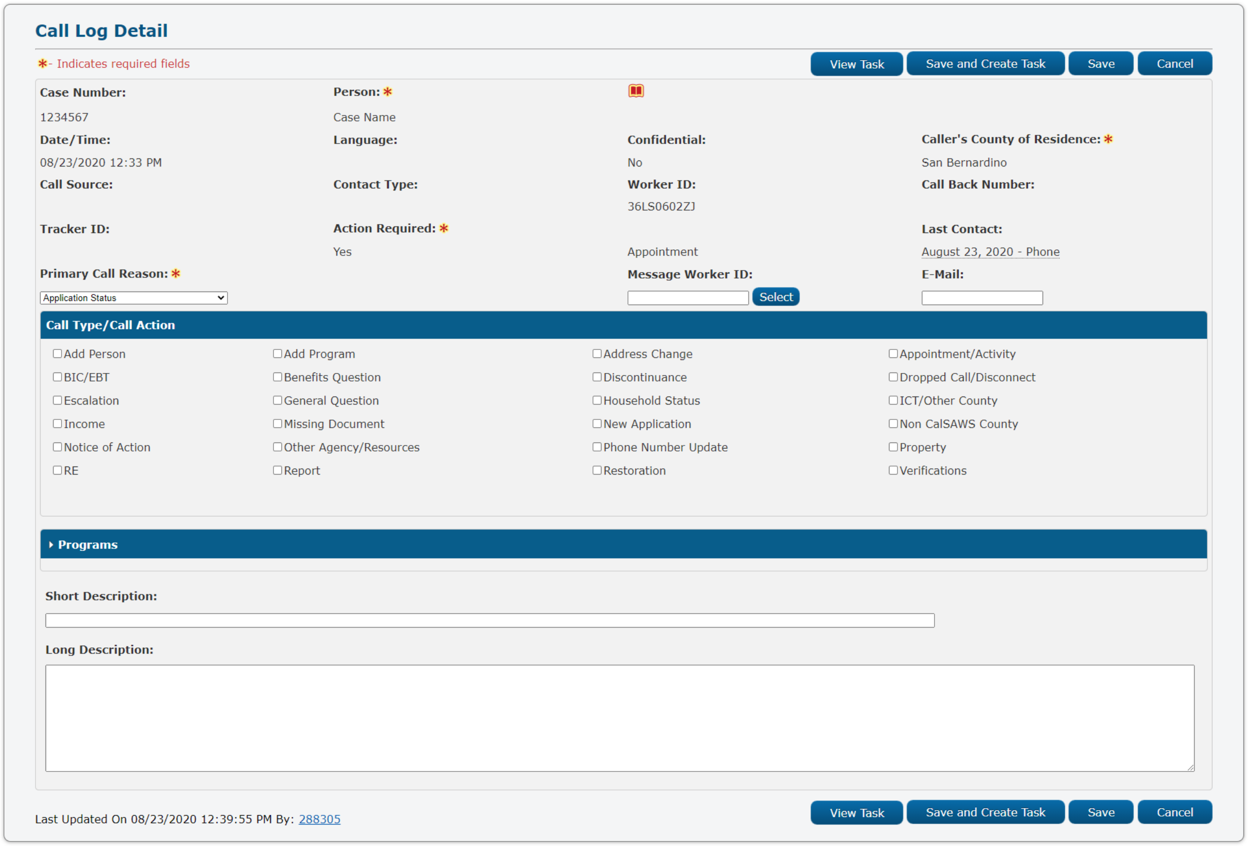


Figure 2.1.2 – Call Log Detail page (Edit mode)

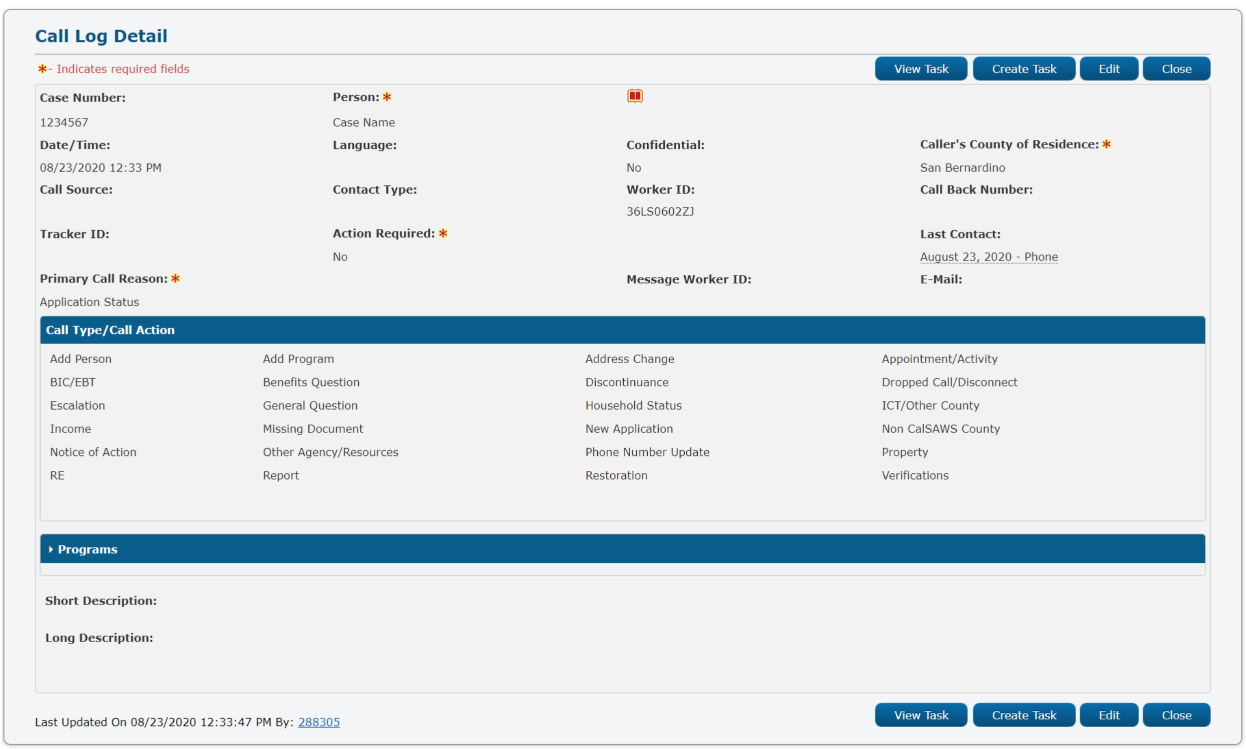


Figure 2.1.3 – Call Log Detail page (View mode)

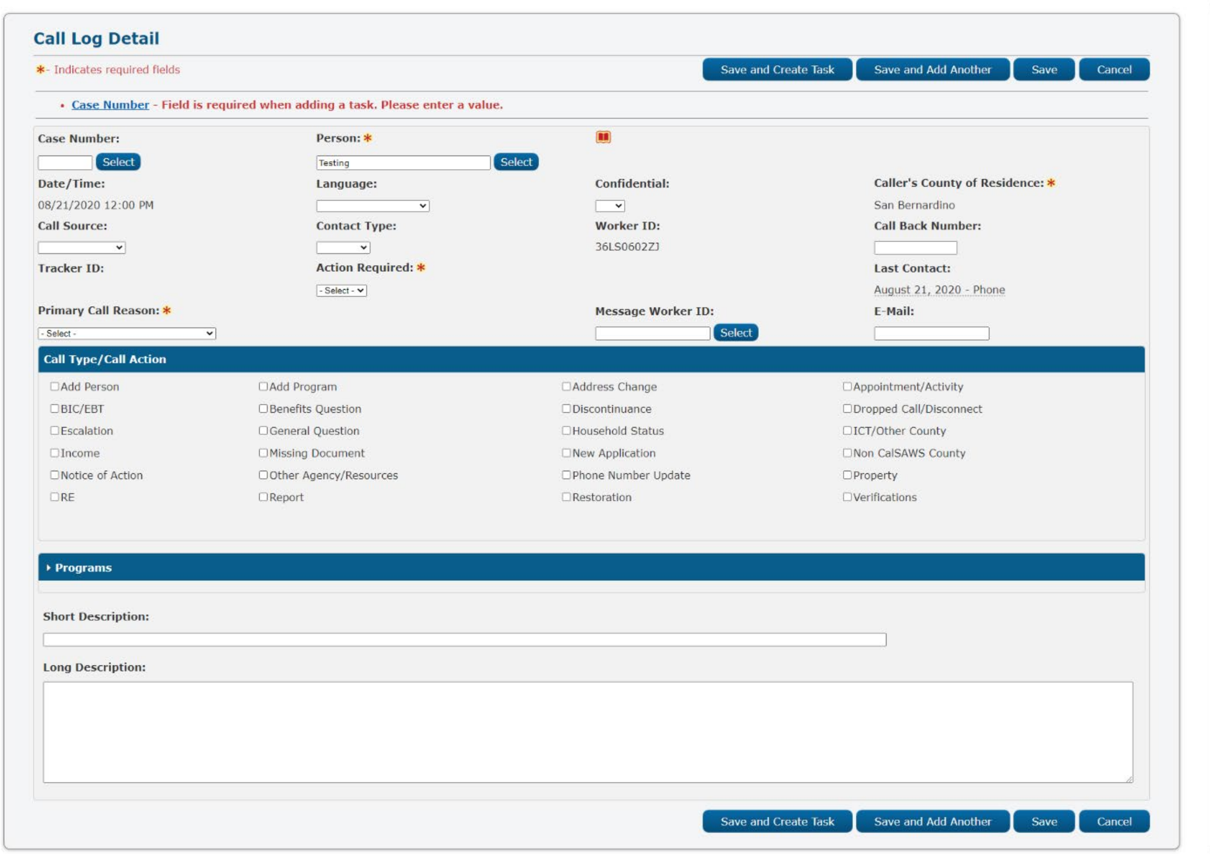


Figure 2.1.4 – Call Log Detail with Validation

2.1.3 Description of Changes

1. Add a new button titled 'Save and Create Task' to the Call Log Detail page.
    a. New button titled 'Save and Create Task' will display when the Call Log Detail page is in 'Create' and 'Edit' mode as shown on Figure 2.1.1 and Figure 2.1.2.
    b. Clicking on the 'Save and Create Task' will save the Call Log record and trigger the 'Task Detail' page (in Create mode) to open in a separate pop-up window (please reference Section 2.2 for details on the Task Detail page).
        i. Upon clicking the 'Save and Create Task' button the Call Log Detail page (which will be in 'Create' or 'Edit' mode) will refresh. Upon loading, the Call Log Detail page will now be in 'View' mode.
    c. Display the 'Save and Create Task' button for workers that are assigned the 'TaskDetailEdit' security right.
2. Add a new button titled 'View Task' to the Call Log Detail page as shown on Figure 2.1.2 and 2.1.3.
    a. New button titled 'View Task' will display on the Call Log Detail page (in Edit and View mode) when there's a Call Log task that

is associated to the Call Log record that is being viewed or edited.
            i. New button will be located to the left of any other buttons that are already on the pages.
    b. Clicking on the 'View Task' button will launch the Task Detail page (in View Mode) on a separate pop-up window (please reference Section 2.2 for details on the Task Detail page).
    c. Display the 'View Task' button for workers that are assigned the 'TaskDetailView' security right.
3. Add a new button titled 'Create Task' to the Call Log Detail page as shown on Figure 2.1.3.
    a. New button titled 'Create Task' will display on the Call Log Detail page in View mode.
        i. New button will be located to the left of the 'Edit' button.
    b. Clicking on the 'Create Task' will launch the 'Task Detail' page (in Create mode) in a separate pop-up window (please reference Section 2.2 for details on the Task Detail page).
    c. Display the 'Create Task' button for workers that are assigned the 'TaskDetailEdit' security right.
4. Create a new validation for the Call Log Detail page as shown on Figure 2.1.4.
    a. Validation will display the following message: "Case Number – Field is required when adding a task. Please enter a value."
        i. Validation message will display when the worker clicks on the 'Save and Create Task' or 'Create Task' button but the 'Case Number' field is left empty or the information entered on the 'Case Number' field is not a valid case number.

2.1.4 Page Location

- **Global: Admin Tools**
- **Local: Office Admin**
- **Task: Call Log**

2.1.5 Security Updates

N/A – The 'TaskDetailEdit' and 'TaskDetailView' security rights already exist in the CalSAWS system. Refer to the Security Matrix under the Additional Documents section. Update is only to the Rights to Pages Tab.

2.1.6 Page Mapping

N/A

2.1.7 Page Usage/Data Volume Impacts

N/A

2.2 Task Detail page

2.2.1 Overview

The Task Detail page will be updated to allow the worker to create a Call Log task through the Task Detail page and the ability to view the corresponding Call Log record.

2.2.2 Task Detail Mockup

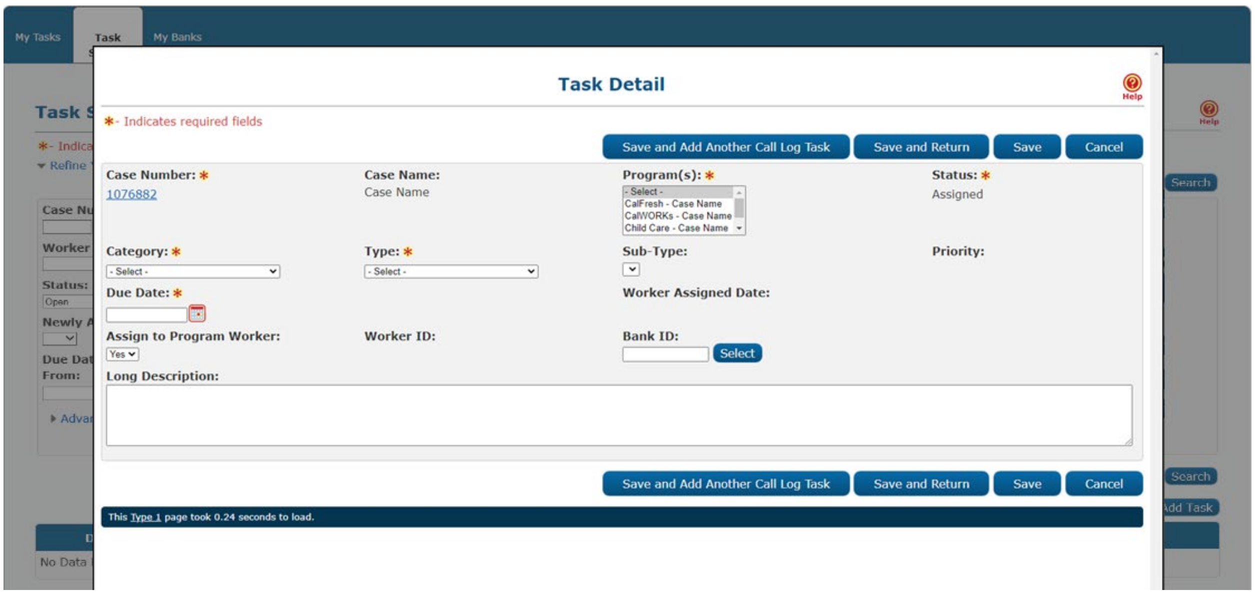


Figure 2.2.1 – Task Detail (Create mode)

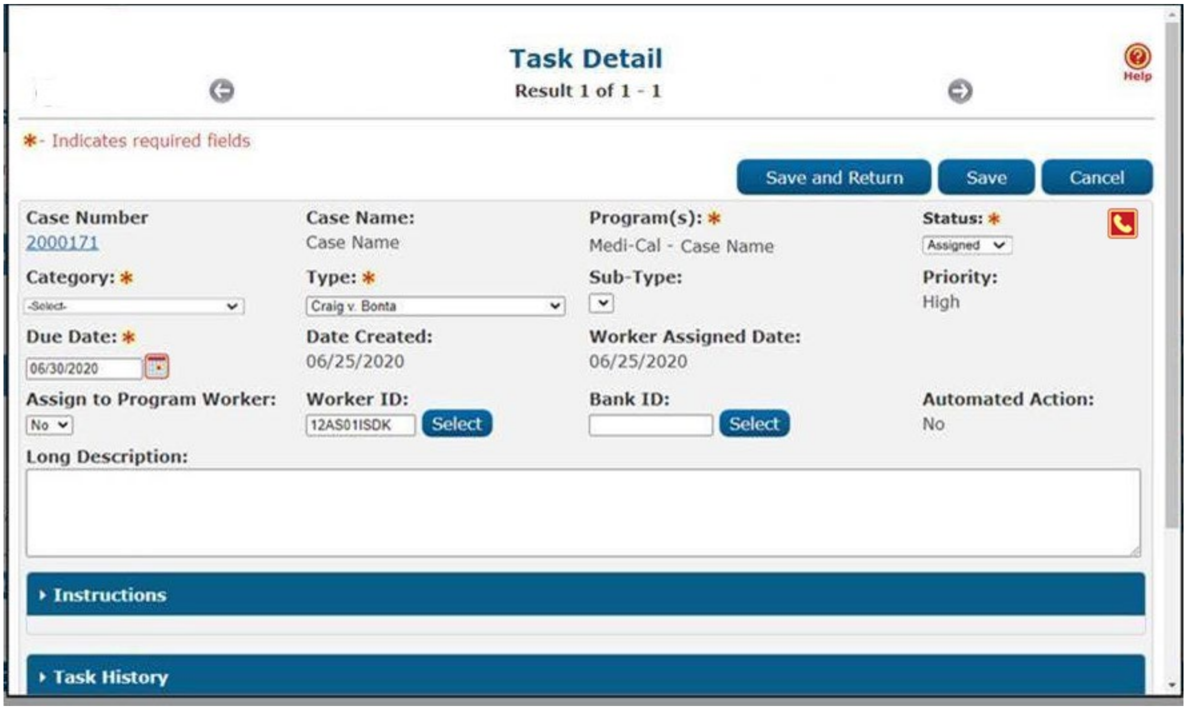


Figure 2.2.2 – Task Detail (Edit mode)

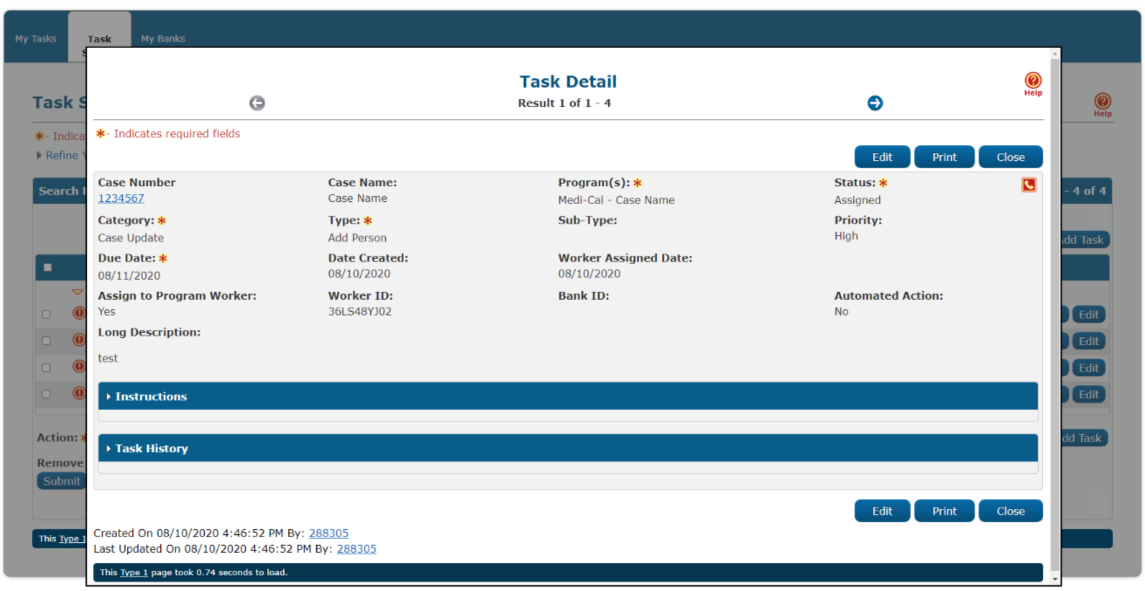


Figure 2.2.3 – Task Detail (View mode)

2.2.3 Description of Changes

1. Add the functionality to allow Call Log Task(s) created through the Task Detail page to be associated to a Call Log record.

a. Call Log Task(s) will need to be created through the Task Detail page, that was opened through Call Log Detail or through the 'Save and Add Another Call Log Task' button from the Task Detail page (see #3 below), for it to be automatically associated to the Call Log record that was saved.
   i. When the worker is creating the Call Log Task by accessing the Task Detail page through the Call Log Detail page, a separate window will open.
      1. Window will open with the Task Search page opened in the background and the Task Detail overlay opened in 'Create' mode as shown on Figure 2.2.1.
         a. Task Search page will not display any results in the Search Results Summary section.
         b. Task Detail overlay (in Create mode) will have the following:
            i. 'Case Number' field will auto populate with the value saved on the 'Case Number' field from the Call Log record and it will not be editable.
               Note: Case Name will auto populate in the 'Case Name' field based on the Case Number information. This is an existing functionality.
            ii. A new button titled 'Save and Add Another Call Log Task' that will replace the 'Save and Add Another' button.
               1. Clicking the 'Save and Add Another Call Log Task' will save the Call Log Task and the page will refresh as a new Task Detail page in 'Create' mode with the functionality outlined above.
               2. Call Log Task will continue to be associated to the same Call Log record.

2. Update the Task Detail page to display the 'Phone' icon as shown on Figure 2.2.2 and Figure 2.2.3
   a. 'Phone' icon will only display if the task is associated to a Call Log record.
      i. It will be displayed when the Task Detail page is in 'Edit' or 'View' mode.
   b. If a worker clicks on the 'Phone' icon, the associated Call Log record will open on the Call Log Detail page on a separate window in 'View' mode.

3. When the worker clicks on the 'View Task' button from the Call Log Detail page, a separate window will open.
    a. Window will open to the Task Search page opened in the background and the Task Detail overlay opened in 'View' mode.
        i. The Task Search page in the background will load with the Call Log Task(s) listed in the Search Result Summary section for the specific Call Log Task(s) that is associated to the specific Call Log Record.
        ii. The Task Detail overlay will be opened to the specific Call Log Task that is associated to the Call Log Record in 'View' mode.
            1. If multiple Call Log Tasks were created, the Task Detail will open with the oldest Call Log Task that was created (oldest to the most recent).
                a. User will need to use the scroll arrows located at the top of the page to view the multiple Call Log Tasks that was created for that specific Call Log Record.

2.2.4 Page Location

- **Utilities Navigation Bar**

Note: Creating a Call Log Task is only possible if it's accessed through the Call Log Detail page by clicking the 'Save and Create Task' or the 'Create Task' button. This action will open the Task Detail page in Create Mode.

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

N/A

2.2.7 Page Usage/Data Volume Impacts

N/A

2.3 Automated Regression Test

2.3.1 Overview

New automated regression test scripts will be developed to cover the creation, view, and editing of Call Log Tasks.

2.3.2 Description of Changes

1. Create one or more new automated scripts to verify that a single Call Log Task can be created and saved, viewed, and edited through the following navigations:
    a. Call Log Detail → Save and Create Task → Task Detail → Save and Return → Task Search
        i. View Task details: Task Search → Task Detail → Close → Task Search
        ii. View Call Log from Task: Task Search → Task Detail → Call Log Detail
        iii. Edit Task: Task Search → Task Detail → Edit → Save → Call Log Detail
2. Create one or more automated scripts to verify that multiple tasks can be created and saved associated to the same Call Log record:
    a. Call Log Detail → Save and Create Task → Task Detail → Save and Add Another Call Log Task → Task Detail → Save and Return → Task Search
        i. View Call Log from each Task: Task Search → Task Detail → Call Log Detail
3. Create one or more automated scripts to verify that the creation of a Call Log Task record can be cancelled.
    a. Call Log Detail → Save and Create Task → Task Detail → Cancel → Task Search
    b. Call Log Detail → Save and Create Task → Task Detail → Save and Add Another Call Log Task → Cancel → Task Search
        i. Verify that the first task was saved appropriately: Task Search → Task Detail → Call Log Detail
4. Create one or more automated scripts to verify that a Call Log Task can be created and associated to the final Call Log record through the "Save and Add Another" flow:
    a. Call Log Detail → Save and Add Another → Call Log Detail → Save and Create Task → Task Detail → Save and Return → Task Search
        i. Verify that the task is associated to the final Call Log Detail record: Task Search → Task Detail → Call Log Detail

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1.0	Online	Security Matrix	Enable Call Log Task Security Matrix.xls

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met
2.2.1.3	LRS shall provide a method for capturing the purpose of the contact.	Call Log Detail page and the Task Detail page is updated to allow worker to create a Call Log Task if one is needed.
2.2.1.4	LRS shall provide a method to log and record individual contact and inquiries.	Call Log Detail page and the Task Detail page is updated to allow worker to create a Call Log Task if one is needed.

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-216057 | DDID 1039

Update Enclosure Approval Functionality

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Rainier Dela Cruz
	Reviewed By	Amy Gill

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
08/11/2020	1.0	Initial Revision	Rainier Dela Cruz
10/20/2020	1.1	Updates based on QA comments	Rainier Dela Cruz

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1 OVERVIEW

1.1 Current Design

Currently in C-IV, counties can add a mailing enclosure to the SAR 7/SAR 2 or the ADM 101. The enclosure is inserted into the same envelope as the SAR 7/SAR 2 or the ADM 101 at the Print Center when the form is mailed out. An enclosure can be added by using the 'Document Enclosure Detail' page, however, it must be approved before the Print Center can include it. Once the county has uploaded the enclosure from the 'Document Enclosure' page, an enclosure request is sent to the C-IV project and a C-IV enclosure reviewer will review the enclosure to confirm it is compliant with standards. If it is not compliant, the enclosure will be rejected. If it is compliant, it will be approved, and the enclosure will be included at the Print Center for the effective dates listed in the 'Document Enclosure' page.

In CalSAWS, the enclosure approval process does not exist. When an enclosure is added from the 'Document Enclosure' page, the initial status is 'Approved', unlike C-IV, where the initial status is 'Pending'.

1.2 Requests

Update the enclosure functionality in CalSAWS to add the approval process from C-IV.

1.3 Overview of Recommendations

1. Create a new enclosure email distribution group for CalSAWS to replace the existing C-IV distribution group (C-IV.Enclosures@C-IV.org).
2. Update the 'Document Enclosure Detail' page to set the status to 'Pending' when an enclosure is added.
3. Update the 'Document Enclosure Detail' page to display a message after an enclosure is created to inform the user a request to review the enclosure has been sent to CalSAWS.
4. Update the 'Document Enclosure Detail' page to remove the cost fields under the Estimate section.
5. Update the logic to set the 'From' address on the email that is created when the enclosure is approved or denied to the new enclosure distribution group.
6. Update 'Form Number' dropdown on the 'Document Enclosure Detail' page to populate the list of forms based on the county.
7. Update the Nightly Enclosure Report batch job to use the new enclosure distribution group for the enclosure request email.
8. Update the Monthly Enclosure Report batch job to use the new enclosure distribution group for the email that provides the report of the enclosures created during the month.
9. Add the Enclosure Estimate Materialized View table.
10. Update the Estimator batch job to run for all counties.

1.4 Assumptions

1. The historical enclosure records in C-IV will not be converted over to CalSAWS.
2. In C-IV, the ADM 101 form is selectable from the ‘Form Number’ dropdown on the ‘Document Enclosure Detail’ page. The form will not be available in the dropdown in CalSAWS until the ADM 101-LA is updated to be usable for all counties by **SCR CA-215133**.
3. Medi-Cal Renewal packets will be updated with **SCR CA-216432**.
4. The Document Enclosure pages should not be used until the new print vendor is active.
5. All migration county batch scheduling changes will be addressed by CA-208599, CA-208600, CA-208601, CA-208602, CA-208603, CA-208604, and CA-208605

2 RECOMMENDATIONS

2.1 Create CalSAWS Enclosure Distribution Group

2.1.1 Overview

Create a new enclosure email distribution group for CalSAWS.

2.1.2 Description of Changes

1. Create the following email distribution group: CalSAWS.Enclosures@CalSAWS.org.

2.2 Document Enclosure Detail

2.2.1 Overview

Update the Document Enclosure Detail page to set the status to Pending and display a message when an enclosure is created. Update the page to remove the fields relating to cost. Update the 'From' address on the email that is sent when the enclosure is approved or rejected. Update the logic to populate the Form Number dropdown based on the county.

2.2.2 Document Enclosure Detail Mockup

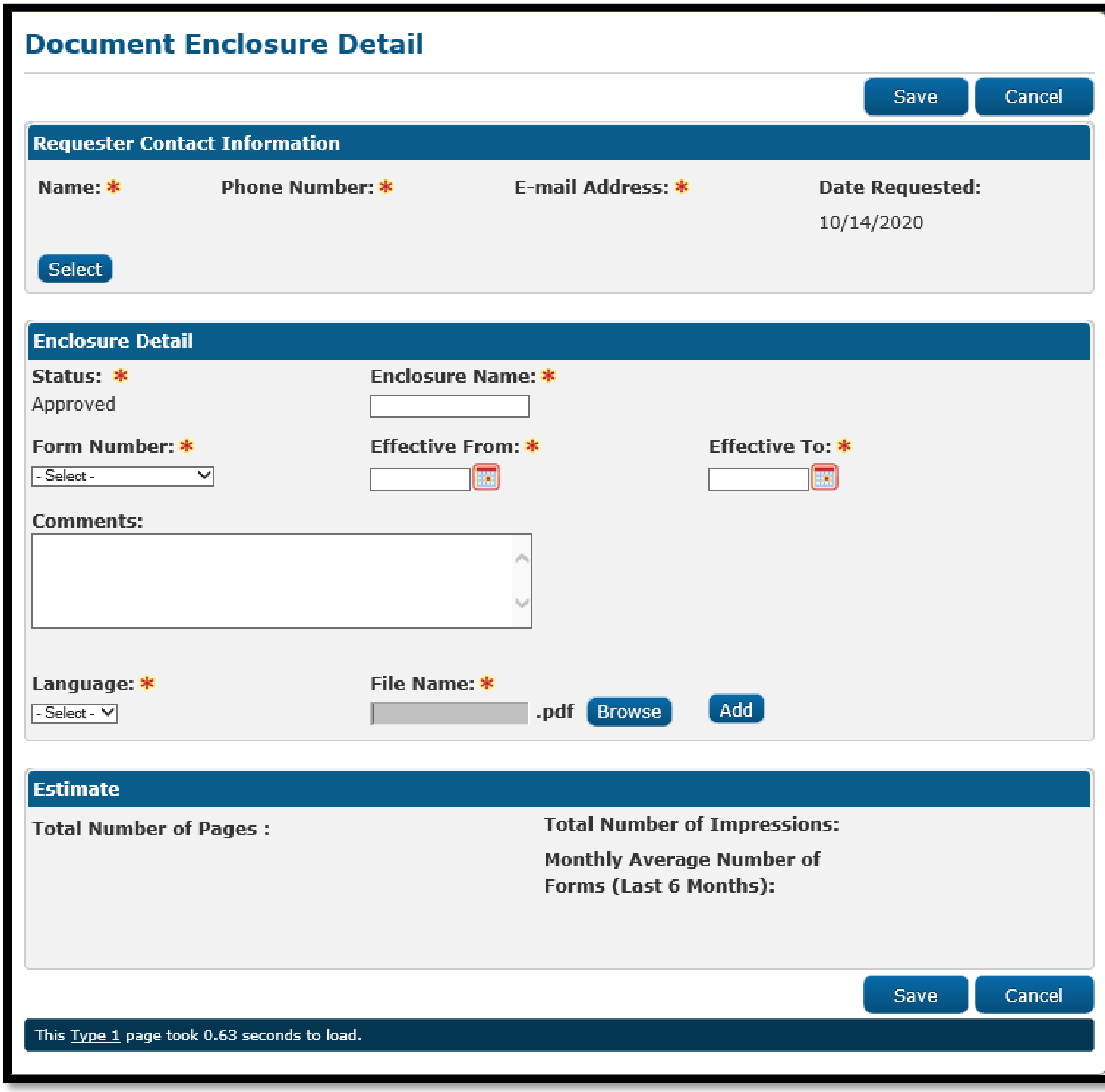


Figure 2.2.1 – Document Enclosure Detail Edit Mode

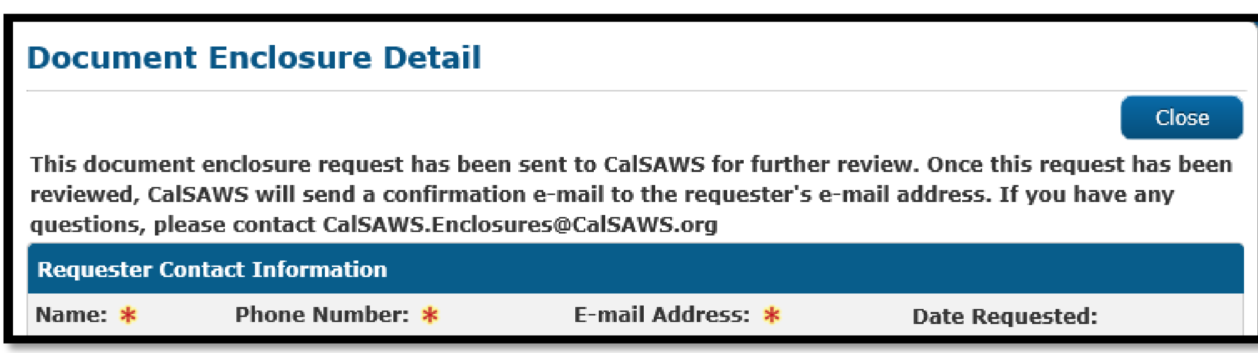


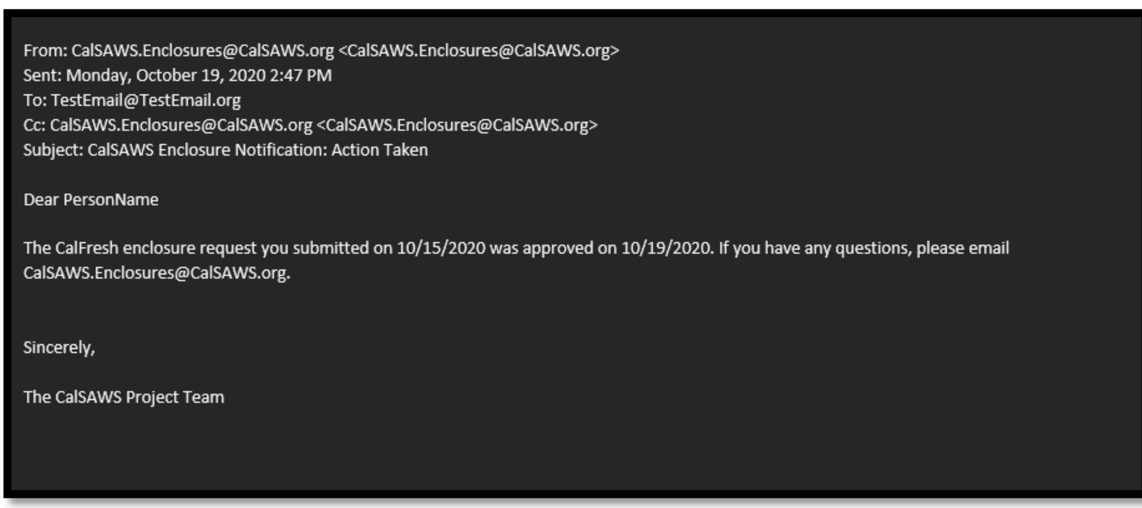
Figure 2.2.2 – Document Enclosure Detail Message

2.2.3 Description of Changes

1. Update the ‘Document Enclosure Detail’ page to set the status to ‘Pending’ when an enclosure is added.

2. Update the ‘Document Enclosure Detail’ page to display the following message after an enclosure is created and saved: ‘This document enclosure request has been sent to CalSAWS for further review. Once this request has been reviewed, CalSAWS will send a confirmation e-mail to the requester's e-mail address. If you have any questions, please contact CalSAWS.Enclosures@CalSAWS.org.’

3. Update the email that is created and sent when the ‘Approve’ or ‘Reject’ button is clicked.
    a. Update the ‘From’ and ‘CC’ email address to CalSAWS.Enclosures@CalSAWS.org.
    b. Update the subject of the email from ‘C-IV Enclosure Notification: Action Taken’ to ‘CalSAWS Enclosure Notification: Action Taken’.
    c. Update the line in the email from ‘If you have any questions, please email C-IV.ENCLOSURES@c-iv.org’ to ‘If you have any questions, please email CalSAWS.Enclosures@CalSAWS.org.’
    d. Update the signature of the email from ‘The C-IV Project Team’ to ‘The CalSAWS Project Team’.


From: CalSAWS.Enclosures@CalSAWS.org <CalSAWS.Enclosures@CalSAWS.org>
Sent: Monday, October 19, 2020 2:47 PM
To: TestEmail@TestEmail.org
Cc: CalSAWS.Enclosures@CalSAWS.org <CalSAWS.Enclosures@CalSAWS.org>
Subject: CalSAWS Enclosure Notification: Action Taken

Dear PersonName

The CalFresh enclosure request you submitted on 10/15/2020 was approved on 10/19/2020. If you have any questions, please email CalSAWS.Enclosures@CalSAWS.org.

Sincerely,

The CalSAWS Project Team

Figure 2.2.3 – Example Email

4. Update the ‘Document Enclosure Detail’ page to remove three fields under the Estimate section.
    a. Remove the following fields:
        i. Cost Per Unit
        ii. Estimated Total Monthly Cost
        iii. Estimated Total Cost

b. Remove the logic that populates those fields.

5. Update 'Form Number' dropdown to populate the list of forms based on the county.
   a. The list of forms that currently displays in the dropdown will continue to display for Los Angeles County:
      i. SAR 7
      ii. CW/MC Packet – 3A
      iii. CW/MC Packet – 3B
      iv. CW/MC Packet – 3C
      v. CW/CF/MC Packet – 3A
      vi. CW/CF/MC Packet – 3B
      vii. CW/CF/MC Packet – 3C
      viii. CF Packet – 1A
      ix. CF Packet – 1B
      x. CF Packet – LA
      xi. MSP Packet
      xii. Non-MAGI Packet
      xiii. MC LTC Packet
      xiv. MAGI MC Packet
      xv. MC Packet
      xvi. CAPI RD Packet
      xvii. GR AA Packet
      xviii. QR7
   b. The following forms will display in the dropdown for the 57 Migration Counties:
      i. SAR 7
      ii. CF RE Packet
      iii. CW RE Packet
      iv. CW/CF RE Packet

2.2.4 Page Location

- **Global: Client Correspondence**
- **Local: Distributed Documents**
- **Task: Enclosure**

2.2.5 Security Updates

N/A

2.2.6 Page Mapping

Update the page mapping to remove reference to the Cost Per Unit, Estimated Total Monthly Cost and Estimated Total Cost fields.

2.2.7 Page Usage/Data Volume Impacts

N/A

2.3 Nightly Enclosure Report

2.3.1 Overview

The Nightly Enclosure Report batch job (PB00V010) will check if new enclosures were created. It will then email the distribution group to notify them an enclosure was added and request an action be taken (either approving or denying the enclosure). The batch job will be updated to use the new CalSAWS distribution group.

2.3.2 Description of Change

1. Update the logic to set the 'To' email address to new CalSAWS enclosure email distribution group: CalSAWS.Enclosures@CalSAWS.org.
2. Update the logic to set the 'From' email address to CalSAWS Correspondence Development Team email distribution group: AppDev.Correspondence.All@CalSAWS.org.
3. Remove the following lines from the email:
    a. Unit Cost per Impression
    b. Estimated Monthly Cost
    c. Estimated Total Cost

```
From: AppDev.Correspondence.All@CalSAWS.org < AppDev.Correspondence.All@CalSAWS.org>
Sent: Thursday, October 9, 2020 9:06 PM
To: CalSAWS.Enclosures@CalSAWS.org < CalSAWS.Enclosures@CalSAWS.org>
Subject: Submitted Enclosures for Riverside county for Friday, October 09, 2020


 Please review the following enclosure submitted for Riverside county

 ================================================
 ===== Riverside
 ================================================

 Enclosure Name: CalFresh Flyer
 File Name: CalFreshFlyer

 Effective From: 10/01/2020
 Effective To: 10/31/2020
 Status: Pending
 Comment(s): Please add the enclosed flyer with the SAR7s for one month only.

A total of one month only

 Document(s): SAR 7/SAR 2 - Semi-Annual Eligibility Status Report / Reporting Changes For Cash Aid And CalFresh
 Total Number of PDF Pages: 2
 Total Number of Impressions: 2
 Average Number of Forms Per Month: 14093

 Request Submitted On: Friday, October 09, 2020 7:38:24:00 AM
 Request Submitted By: Test Test
 Email Address: TestMail@TestMail.org
 Phone Number: (555) 555-5555

 ================================================
```

Figure 2.3.1 – Nightly Enclosure Example Email

4. Update the batch job to run for all counties.

2.3.3 Execution Frequency

N/A

2.3.4 Key Scheduling Dependencies

N/A

2.3.5 Counties Impacted

All counties.

2.3.6 Data Volume/Performance

N/A

2.3.7 Failure Procedure/Operational Instructions

N/A

2.4 Monthly Enclosure Report

2.4.1 Overview

The Monthly Enclosure Report batch job (PB00V011) will generate a report of all the enclosures that were created during the month. The batch job will be updated to send the report to the new CalSAWS distribution group.

2.4.2 Description of Change

1. Update the logic to set the 'To' email address to new CalSAWS enclosure email distribution group: CalSAWS.Enclosures@CalSAWS.org.
2. Update the logic to set the 'From' email address to CalSAWS Correspondence Development Team email distribution group: AppDev.Correspondence.All@CalSAWS.org.

```
From: AppDev.Correspondence.All@CalSAWS.org<AppDev.Correspondence.North@calsaws.org>
Sent: Thursday, October 1, 2020 9:18 PM
To: CalSAWS.Enclosures@CalSAWS.org <CalSAWS.Enclosures@CalSAWS.org>
Subject: Actual Bundled Enclosure Count for 09/01/2020

================================================

County Name: Riverside
Form Name: SAR 7/SAR 2 - Semi-Annual Eligibility Status Report / Reporting Changes For Cash Aid And CalFresh
Enclosure Name: CalFreshFlyer
Form Count: 12769
Enclosure Pdf Page Count: 2
Enclosure Impression Count: 2
Total Impression Count: 25538


County Name: Riverside
Form Name: SAR 7/SAR 2 - Semi-Annual Eligibility Status Report / Reporting Changes For Cash Aid And CalFresh
Enclosure Name: ExampleFlyer
Form Count: 15
Enclosure Pdf Page Count: 2
Enclosure Impression Count: 2
Total Impression Count: 30

================================================
```

Figure 2.4.1 – Monthly Enclosure Example Email

3. Update the batch job to run for all counties.

2.4.3 Execution Frequency

No Change.

2.4.4 Key Scheduling Dependencies

N/A

2.4.5 Counties Impacted

All counties.

2.4.6 Data Volume/Performance

N/A

2.4.7 Failure Procedure/Operational Instructions

N/A

2.5 Create the Enclosure Estimate Materialized View Table

2.5.1 Overview

In C-IV, when an enclosure is added, the value that populates the 'Monthly Average Number of Forms (Last 6 Months)' field is retrieved from the Enclosure Estimate Materialized View table. This table does not exist in CalSAWS and will need to be added.

2.5.2 Description of Change

Add the Enclosure Estimate Materialized View table with the following columns:

Column	Value
County Code	The county that generated the form.
Batch Date	The date the Estimator batch job ran.
Document Template Id	The Id of the form in the Document Template table.
Average	The average number of forms generated per month.

Technical Note: Since this table is a materialized view, the columns will match the Enclosure Estimate table.

2.6 Estimator

2.6.1 Overview

The Estimator batch job (PB00V000) will calculate the monthly average count of forms generated with the enclosure in a six-month period. Update the batch job to run for all counties.

2.6.2 Description of Change

1. Update the batch job to run for all counties.
2. Update the batch job to calculate the monthly average count for the forms that are available for that county.

2.6.3 Execution Frequency

No Change.

2.6.4 Key Scheduling Dependencies

N/A

2.6.5 Counties Impacted

All Counties.

2.6.6 Data Volume/Performance

N/A

2.6.7 Failure Procedure/Operational Instructions

N/A

3 REQUIREMENTS

3.1 Migration Requirements

DDID #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
1039	The CONTRACTOR shall consolidate the CalSAWS printing processes to support the utilization of only one set of common print files and print streams for 57 Migration Counties. Los Angeles County will continue their process of using a coversheet and pre-stuffed packets. The print services vendor must have the ability to accept county specific stuffers/mailers/added pages, to be included/stuffed in county mail upon request. The CONTRACTOR shall consolidate the 57 Migration Counties processes for the address placement of flat mail (RE Packets) to support the utilization of only one print vendor. Los Angeles County will continue to use the existing process as mentioned above. The following 3 C-IV RE Packets and generation process will be migrated into the CalSAWS Software for the 57 Migration Counties:	- Adding the forms required for the RE packets is covered with other migration DDIDs. - Consolidating print processes is covered with DDID 1476. - All envelope changes will be covered by M&O. - CalWIN will use the existing C-IV RE packet types, logic and processes. Existing packets will not be modified or new packets created for CalWIN counties. - Existing enclosure functionality will be updated to allow enclosures to be added to more types of forms. - Enclosure functionality will be updated to allow for enclosures to be uploaded/attached by language. - Enclosure functionality will be updated to allow for multiple enclosures to be added a form type.	Migrated the enclosure approval process from C-IV to CalSAWS.

	1) CW/CF RE Packet – CalWORKs / CalFresh RE Packet 2) CW RE Packet – CalWORKs Redetermination Packet 3) CF RE Packet – CalFresh Recertification Packet	- Enclosure approval process will remain in place. - Enclosure estimation logic will need to be updated for the new form types and by language type. - Counties will be able to add forms specific to their county via the enclosure process. Batch properties will have to be updated for each wave.	

California Statewide Automated Welfare System

Design Document

CA-217935

Revise GR CBEST Appointment Letters Due to Covid-19 Social Distancing Guidelines

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	Phong Xiong
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
09/04/2020	1.0	Original Draft	Phong Xiong
09/25/2020	1.1	Updates per Build and System Test Review	Phong Xiong

Table of Contents

1 OVERVIEW

This SCR is to modify the GR CBEST appointment letters language to change the location from a physical district office address to a telephonic call and due to the delay in opening of the district offices due to COVID. Only the English version of the ABPSSI-3 and ABPSSI-4 are currently being used in the system.

1.1 Current Design

Currently in CalSAWS, the GR CBEST appointment letters contains verbiage that reflects a physical district office location for the customers to be physically present.

1.2 Requests

As per the direction from LA County, update the GR CBEST appointment letters (ABPSSI-3 and ABPSSI-4) to reflect the verbiage related to the telephonic appointment details. Add these forms in Spanish.

1.3 Overview of Recommendations

Update the GR CBEST appointment letters (ABPSSI-3 and ABPSSI-4) to reflect telephonic appointment details. Provide these forms in Spanish.

1.4 Assumptions

1. The changes will only be implemented in English and Spanish.
    a. A future SCR has been created to translate these forms to other languages (CA- 219586).

2 RECOMMENDATIONS

Update the GR CBEST appointment letters to reflect telephonic appointment details:

a. ABPSSI-3 – General Relief SSI Advocate Appointment Notice
b. ABPSSI-4 – Potential SSI Recipients Appointment Notice

2.1 ABPSSI-3 – General Relief SSI Advocate Appointment Notice

2.1.1 Overview

ABPSSI-3 (09/2020) – The General Relief SSI Advocate Appointment Notice is used schedule an appointment for the customer with an SSI advocate for assistance in completing SSI forms. This form is generated through batch process (PB19C903 - *SSIAdvocacyMandatoryAppointmentsBatch*) and can be generated via the template repository.

State Form/NOA: ABPSSI-3 (09/2020)
Program(s): General Assistance/General Relief
Current Attached Forms: N/A
Current Forms Category: Form
Current Language: English

2.1.2 Description of Change

Update ABPSSI-3 (09/2020) with modified verbiage.

Update Languages: English and Spanish
(Adding Spanish)

Note: Batch triggers will need to be updated to trigger the Spanish Version.

2.1.2.1 Update ABPSSI-3 – General Relief SSI Advocate Appointment Notice XDP

Update XDP with additional verbiage in the updated languages above (see section 2.1.2).

1

SUPPLEMENTAL SECURITY INCOME ADVOCATE TELEPHONE APPOINTMENT NOTICE

COUNTY OF LOS ANGELES
DEPARTMENT OF PUBLIC SOCIAL SERVICES

Date:
Case Name:
Case Number:
SSI ADVOCATE NAME:
SSI ADVOCATE PHONE:
Customer ID:

Please provide your correct address if the address listed above is not correct.

WE WOULD LIKE TO HELP YOU APPLY FOR SUPPLEMENTAL SECURITY INCOME (SSI). EVEN IF YOU WERE NOT APPROVED FOR SSI BEFORE, YOU MAY QUALIFY NOW. SSI NOT ONLY PAYS MUCH MORE THAN YOU MAY GET ON GENERAL RELIEF, IT ALSO ENTITLES YOU TO THE FOLLOWING BENEFITS:

- MEDI-CAL BENEFITS
- ABILITY TO EARN INCOME AND CONTINUE TO RECEIVE SSI PAYMENTS AT A LOWER AMOUNT (If earnings do not exceed maximum benefit level)
- IN-HOME SUPPORTIVE SERVICES
- 2 PROTECTIVE SERVICES

You have been scheduled a telephone interview with an SSI Advocate who knows the SSI process. The SSI Advocate will help you complete the SSI forms and will submit them to the Social Security Administration (SSA) for you.

3

THE SSI ADVOCATE WOULD LIKE TO TALK WITH YOU AS FOLLOWS:

Day:	Date:	Time:	SSI Advocate Name:
SSI Advocate Phone Number: 4			SSI Advocate #:

5

When on the call, be sure to mention you received this telephone interview notice. Be prepared to be on the phone for 15-30 minutes so that the SSI Advocate can determine your potential eligibility to SSI, CAPI or Veteran benefits.

Any information relating to your physical and/or mental disability can assist the SSI Advocate in expediting the submission of your SSI application. Please have the following information ready for your telephone if you have them:

6

- Social Security Card, driver's license/picture identification, and verification of your legal residency in the United States (for example: birth certificate, immigration documents, etc.)
- 7 Any papers from your doctors. If you don't have any, please have ready information about where you have received medical care and any medications you are currently taking;
- Letters and documents from SSA regarding your previous SSI application; and
- A list of your most recent (prior) employers.
- 8 All of the above documents will help ensure the SSI advocate can complete the intake packet as thoroughly as possible. The SSI advocate will arrange directly with you to pick up any needed copies of these documents at a location convenient to you should it be necessary.

IT IS IMPORTANT THAT YOU KEEP THIS APPOINTMENT. YOUR GENERAL RELIEF BENEFITS MAY STOP IF YOU DO NOT KEEP THIS APPOINTMENT. IF YOU ALREADY HAVE SOMEONE HELPING YOU, YOU MUST CALL THE SSI ADVOCATE BEFORE THE APPOINTMENT DATE AT THE TELEPHONE NUMBER ABOVE AND PROVIDE THE PERSON'S NAME AND TELEPHONE NUMBER.

ABP SSI-3 (09/20)

NOA Mockups/Examples: See Supporting Documents #1

Number	Existing Text	Updated Text
1	SUPPLEMENTAL SECURITY INCOME ADVOCATE APPOINTMENT NOTICE	SUPPLEMENTAL SECURITY INCOME ADVOCATE TELEPHONE APPOINTMENT NOTICE

2	You have been scheduled an appointment with an SSI Advocate who knows the SSI process.	You have been scheduled a telephone interview with an SSI Advocate who knows the SSI process.
3	THE SSI ADVOCATE WOULD LIKE TO MEET WITH YOU AS FOLLOWS:	THE SSI ADVOCATE WOULD LIKE TO TALK WITH YOU AS FOLLOWS:
4	Place: (Variable)	SSI Advocate Phone Number: (Moved from "SSI Advocate #" box)
5	When you come to the district office for this appointment, be sure to show this letter to the person at the door and register at the Reception Window. The receptionist will tell your SSI Advocate that you have arrived.	When on the call, be sure to mention you received this telephone interview notice. Be prepared to be on the phone for 15-30 minutes so that the SSI Advocate can determine your potential eligibility to SSI, CAPI or Veteran benefits.
6	Any documentation relating to your physical and/or mental disability can assist the SSI Advocate in expediting the submission of your SSI application. Please bring the following, if you have them:	Any information relating to your physical and/or mental disability can assist the SSI Advocate in expediting the submission of your SSI application. Please have the following information ready for your telephone interview if you have them:
7	Any papers from your doctors. If you don't have any, bring in information about where you have received medical care and bring in any medications you are taking;	Any papers from your doctors. If you don't have any, please have ready information about where you have received medical care and any medications you are currently taking;
8		All of the above documents will help ensure the SSI advocate can complete the intake packet as thoroughly as possible. The SSI advocate will arrange directly with you to pick up any needed copies of these documents at a location convenient to you should it be necessary.

2.2 ABPSSI-4 – Potential SSI Recipients Appointment Notice

2.2.1 Overview

ABPSSI-4 (09/2020) – The General Relief SSI Advocate Appointment Notice is used schedule an appointment for the customer with an SSI advocate for assistance in completing SSI forms. This form is generated through batch process (PB19C906 - *SsiapNsaAppointmentsBatch*) and can be generated via the template repository.

State Form/NOA: ABPSSI-4 (09/2020)

Program(s): General Assistance/General Relief

Current Attached Forms: N/A

Current Forms Category: Form

Current Language: English

2.2.2 Description of Change

Update ABPSSI-4 (09/2020) with modified verbiage.

Update Languages: English and Spanish

(Adding Spanish)

Note: Batch triggers will need to be updated to trigger the Spanish Version.

2.2.2.1 Update ABPSSI-4 – Potential SSI Recipients Appointment Notice XDP

Update XDP with additional verbiage in the updated languages above (see section 2.2.2).

COUNTY OF LOS ANGELES

DEPARTMENT OF PUBLIC SOCIAL SERVICES

Date:
Case Name:
Case Number:
Worker Name:
Worker ID:
Worker Phone Number:
Customer ID:

1

SUPPLEMENTAL SECURITY INCOME TELEPHONE APPOINTMENT NOTICE

Dear

2

We have been trying to reach you. We need to talk to you over the phone to make sure we have current personal and residence/mailing address information.

WITH HELP, YOU MAY BE ELIGIBLE TO RECEIVE MORE MONEY EACH MONTH THROUGH A PROGRAM CALLED SUPPLEMENTAL SECURITY INCOME (SSI). SSI PAYS MUCH MORE THAN WHAT YOU NOW GET ON GENERAL RELIEF (GR). EVEN IF YOU WERE NOT APPROVED BEFORE, YOU MAY QUALIFY NOW. AN SSI ADVOCATE CAN HELP YOU COMPLETE THE SSI APPLICATION AND WILL SUBMIT IT TO THE SOCIAL SECURITY ADMINISTRATION FOR YOU.

3

YOUR GR ELIGIBILITY WORKER WOULD LIKE TO TALK TO YOU AS FOLLOWS:

DAY: DATE: TIME:

4

YOU DO NOT HAVE TO GO TO THE GENERAL RELIEF DPSS OFFICE IN PERSON. INSTEAD, PLEASE CALL THE TELEPHONE NUMBER ON THIS LETTER. PLEASE HAVE THE FOLLOWING INFORMATION READY FOR YOUR TELEPHONE CALL, IF YOU HAVE THEM:

- Social Security Card, driver's license/picture identification, and verification of your legal residency in the United States (for example: birth certificate, immigration documents, etc.);

5

- Any papers from your doctors. If you don't have any, please have ready information about where you have received medical care and any medications you are currently taking;
- Letters and documents from SSA regarding your previous SSI application; and
- A list of your most recent (prior) employers.

If you do not keep this appointment, your GR benefits may be stopped due to whereabouts unknown.

ELIGIBILITY WORKER TELEPHONE NUMBER

ABP SSI-4 (09/20)

NOA Mockups/Examples: See Supporting Documents #2

Number	Existing Text	Updated Text
1	SUPPLEMENTAL SECURITY INCOME APPOINTMENT NOTICE	SUPPLEMENTAL SECURITY INCOME TELEPHONE APPOINTMENT NOTICE

2	We need to see you to make sure we have current personal and residence/mailing address information.	We need to talk to you over the telephone to make sure we have current personal and residence/mailing address information.
3	YOUR GR ELIGIBILITY WORKER WOULD LIKE TO MEET WITH YOU AS FOLLOWS:	YOUR GR ELIGIBILITY WORKER WOULD LIKE TO TALK TO YOU:
4	WHEN YOU COME TO THE DISTRICT OFFICE FOR THIS APPOINTMENT, BE SURE TO SHOW THIS LETTER TO THE PERSON AT THE DOOR AND REGISTER AT THE RECEPTION WINDOW. THE RECEPTIONIST WILL TELL YOUR ELIGIBILITY WORKER THAT YOU HAVE ARRIVED. PLEASE BRING THE FOLLOWING, IF YOU HAVE THEM:	YOU DO NOT HAVE TO GO TO THE GENERAL RELIEF DPSS OFFICE IN PERSON. INSTEAD, PLEASE CALL THE TELEPHONE NUMBER ON THIS LETTER. PLEASE HAVE THE FOLLOWING INFORMATION READY FOR YOUR TELEPHONE CALL, IF YOU HAVE THEM:
5	Any papers from your doctors. If you don't have any, bring in information about where you have received medical care and bring in any medications you are taking;	Any papers from your doctors. If you don't have any, please have ready information about where you have received medical care and any medications you are currently taking;

3 SUPPORTING DOCUMENTS

Number	Functional Area	Description	Attachment
1	Form	ABPSSI-3 Mockup	ABPSSI-3_EN_Mock_Up.pdf ABPSSI-3_SP_Mock_Up.pdf
2	Form	ABPSSI-4 Mockup	ABPSSI-4_EN_Mock_Up.pdf ABPSSI-4_SP_Mock_Up.pdf

4 REQUIREMENTS

4.1 Project Requirements

REQ #	REQUIREMENT TEXT	How Requirement Met

2.18.3.3 CAR-1239	The LRS shall produce various notices, NOAs, forms, letters, stuffers, and flyers, including: a. Appointment notices; b. Redetermination, Recertification, and/or Annual Agreement notices and forms; c. Other scheduling notices (e.g., quality control, GR hearings, and appeals); d. Periodic reporting notices; e. Contact letters; f. Notices informing the applicant, participant, caregiver, sponsor or authorized representative of a change in worker, telephone hours or Local Office Site; g. Information notices and stuffers; h. Case-specific verification/referral forms; I. GR Vendor notices; k. Court-mandated notices, including Balderas notices; l. SSIAP appointment notices; m. Withdrawal forms; n. COLA notices; o. Time limit notices; p. Transitioning of aid notices; q. Interface triggered forms and notices (e.g., IFDS, IEVS); r. Non-compliance and sanction notices; s. Benefit issuance and benefit recovery forms and notices, including reminder notices; t. Corrective NOAs on State Fair Hearing decisions; u. CSC paper ID cards with LRS-generated access information; and v. CSC PIN notices.	Update ABPSSI-3 and ABPSSI-4 with appropriate verbiage